

# VENDING MACHINE TRAINING MANUAL

GLASS FRONT VERSATILE  
CA SCADE MERCHANDISER  
MODEL: CV- 1000

**PEPSICO**  
FOUNDATION



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SOLUTIONS

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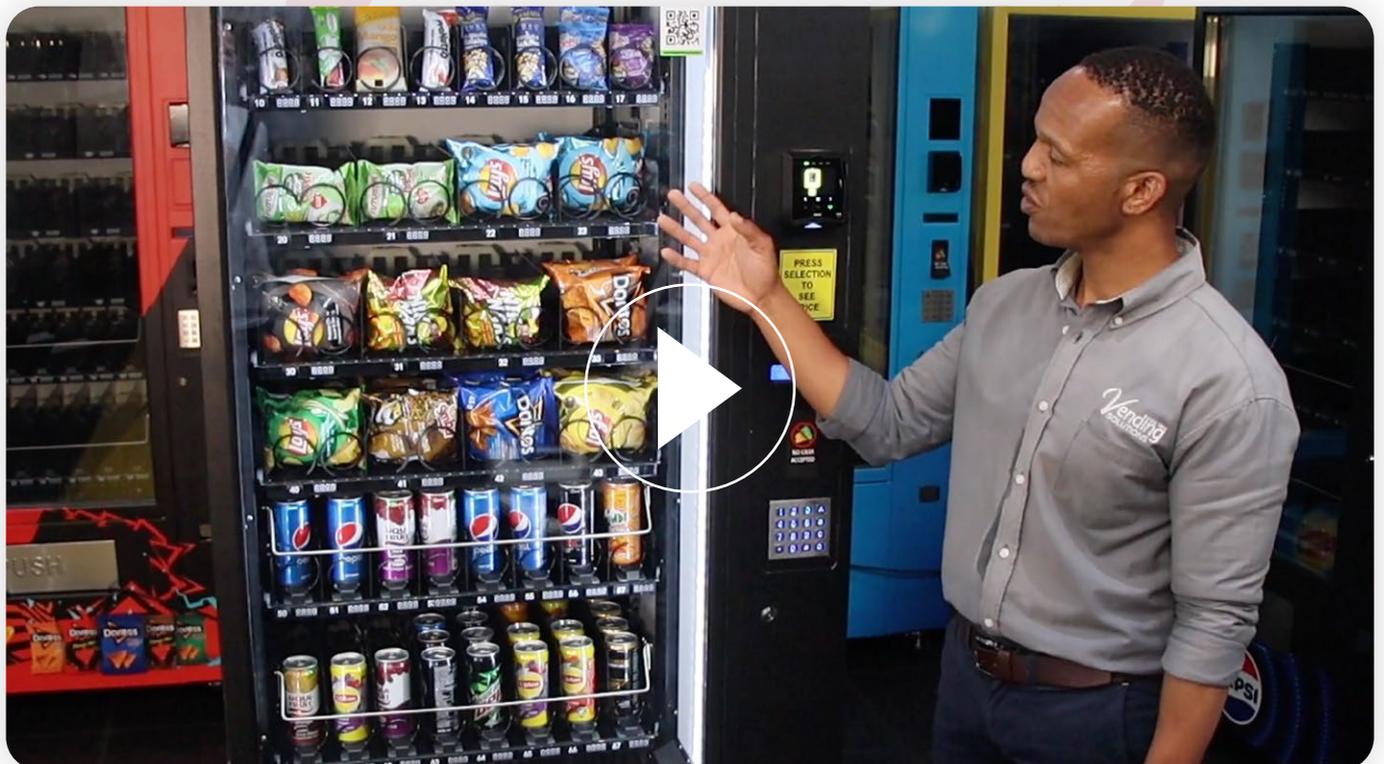
## MACHINE DESCRIPTION

This machine is a chilled spiral merchandiser. It has 3 snack spiral trays & 3 drink trays. The machine's robust construction makes it ideal for many locations. **Please note: The machine is for indoor use only.**

The machine has superior insulation and a double-glazed window. Additionally, it has two temperature sensor compartments (top and bottom) to accommodate both snacks and drinks. The refrigeration system efficiently maintains the temperature for both the snack trays and drink trays. The machine can maintain temperatures as low as 4 degrees for drinks and as low as 14 degrees for snacks. A competent technician can adjust this temperature setting to prevent any confusion in the refrigeration system.



Model	CV-1000
Dimensions (W x D x H)	777 x 820 x 1830 (mm)
Weight	225Kg/245Kg
Capacity / Max Selections	36
Refrigeration system	R134a (280g)
Internal temperature	Top: 14°C - 25°C Bottom: 4°C -10°C
Condition of use	For indoor use only



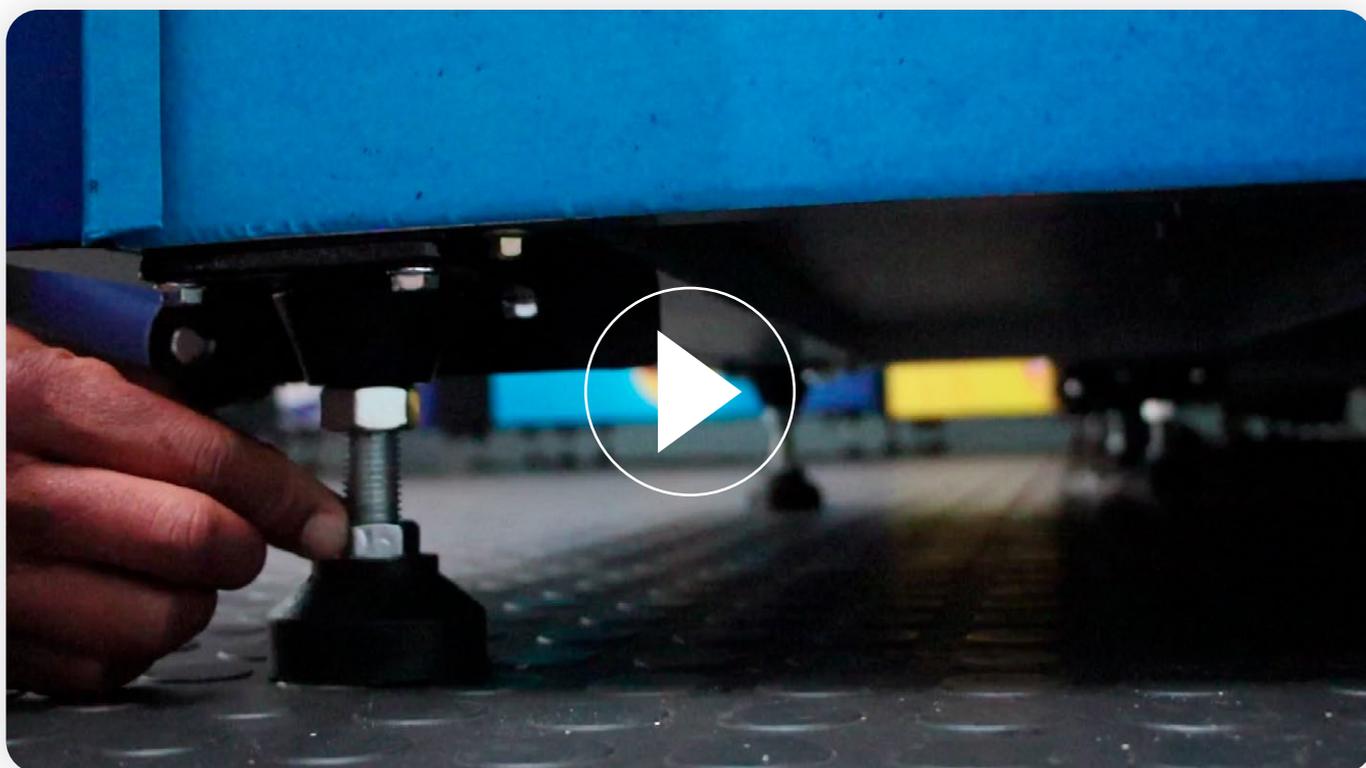
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## INSTALLATION GUIDES

### Machine levelling

It is important to install the vending machine on a level surface. The machine has 4 rubber feet with adjustable levelers. Please ensure that all 4 rubber feet touch the floor; if not, use the levellers to adjust. Select a location where the machine will be installed, ensuring that the glass door can open fully to allow the trays to be loaded with products. The machine must be stable and level to prevent it from mis-vending. **(NOTE: MACHINE MUST BE LEVEL AND STABLE TO PREVENT THE MACHINE FROM MIS-VENDING THE PRODUCTS).**

Install the machine at least 30 cm away from the wall to ensure proper air circulation and refrigeration ventilation. Do not use an extension lead to power the machine; use a direct wall plug. **(Note: Do not attempt to move the machine from one point to another—only a competent technician should move the machine).**



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## LOADING OF PRODUCTS

The machine has 6 trays. The top 3 trays are for snack-sized items such as crisps, chocolate, etc. The bottom 3 trays are for drink-sized items like bottles or cans.

To load a tray, follow these steps:

### Step 1:

Ensure the glass door is fully open before loading the trays.

### Step 2:

Pull the tray using both hands. Hold the tray from the front, next to the selection number panel, and pull the tray towards yourself. Allow the tray to roll towards you. When the tray is fully extended, it will tilt forward, making loading easier.

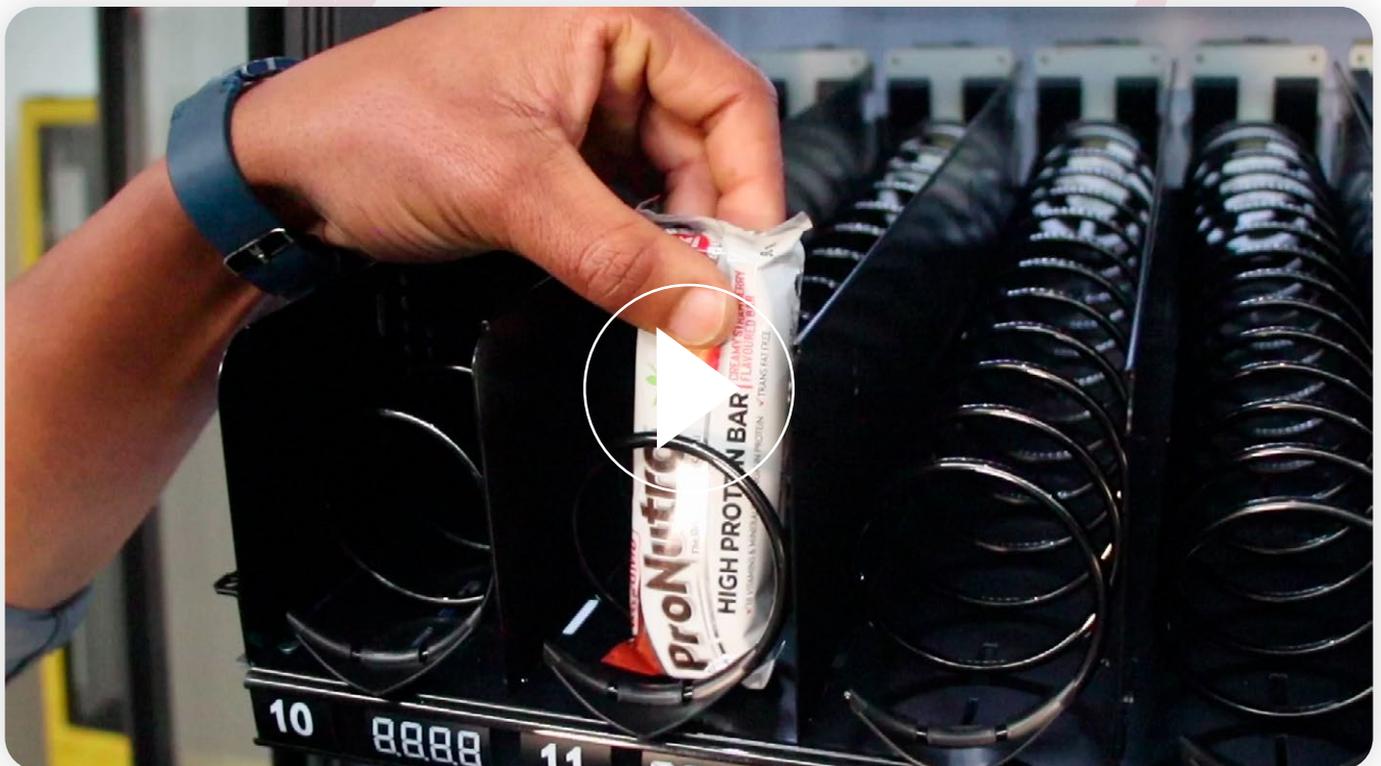
### Step 3:

Load the products starting from the back of the spiral to ensure that all items are properly loaded. Ensure products are not too tight or too loose within the spirals.

### Step 4:

Load products so they rest on the tray and not on the spiral. This helps ensure correct delivery of the products.

**NOTE: THE MACHINE IS SUPPLIED WITH TRAYS WITH SPIRALS OF DIFFERENT DIAMETERS AND PITCHES, IS IMPORTANT TO LOAD RIGHT PRODUCTS ON THE RIGHT TRAY AND CORRECT SPIRALS.**



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## PROGRAMMING: PRICE SETTING

It is important to set prices for the products in the machine. Each selection number must have a set price.

### Set Price per Selection

#### Step 1:

Open the sliding door to access the mode button. With the door open, please wait for the machine to initialise. The display will show a warning: 'DOOR OPEN.' Then, you can access the blue mode button located on the component side of the main control board.

#### Step 2:

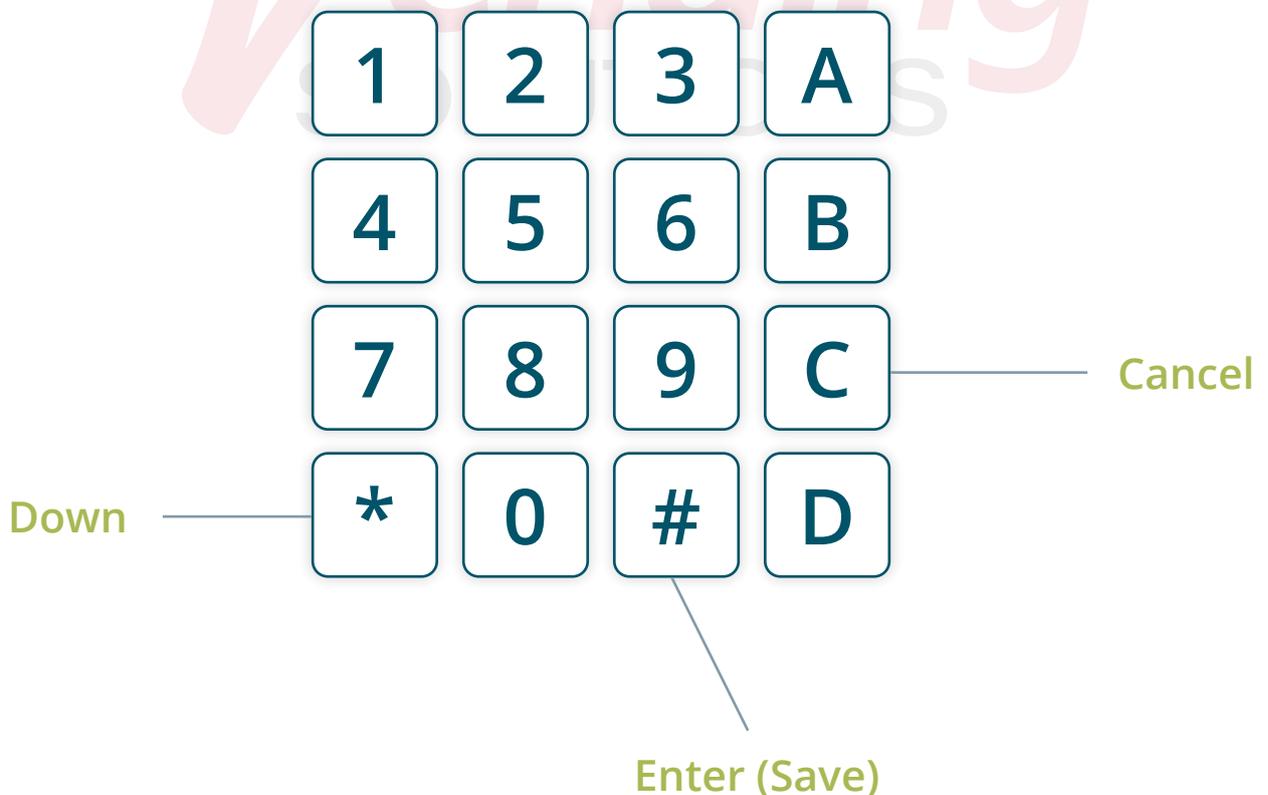
With the sliding door open, access the service mode on your PC board. Service mode can be entered by pressing the blue mode button located on the component side of the main control board.

#### Step 3:

Once the mode function is active, the machine display will show the message: 'SERVICE MODE, PLEASE PRESS #.'

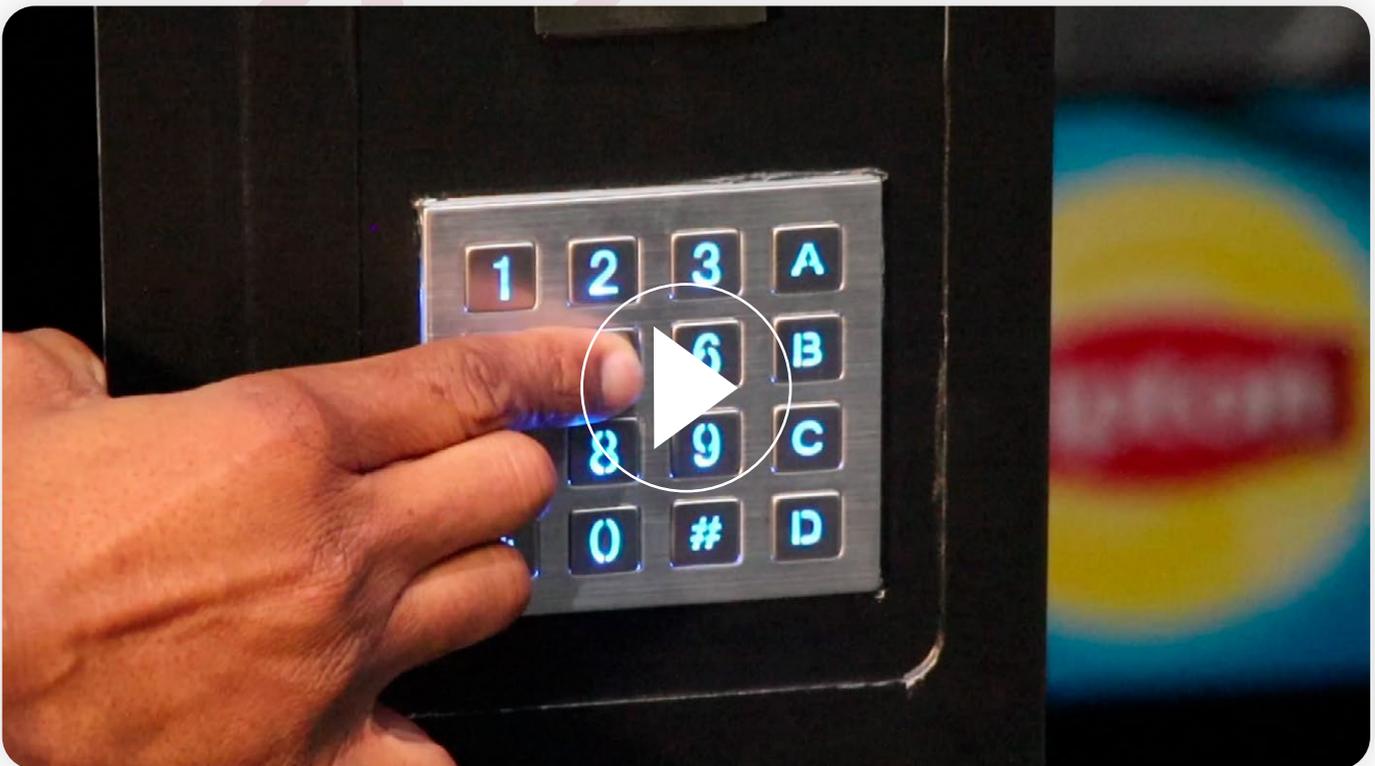
The keypad below shows the buttons used for programming

- \* Button for scrolling
- # Button for Enter/save
- C Button for cancel/escape



## Step 4:

- With the message "SERVICE MODE, PLEASE PRESS #" displayed on the machine, press the # button on the machine keypad to access the menu list.
- The display will show "FILL COINS."
- Scroll with the \* button to navigate to "SET PRICE."
- Press the # button to access "SET PRICE."
- The display will show "Choose selection."
- Enter the desired selection—the machine will display the current price for the entered selection.
- With the current price shown on the machine display, press the # button to edit the price.
- When you press the # button, the first digit of the current price will start flickering to indicate that it is editable. Enter the new price and save it by pressing the # button.
- Confirm your price by re-entering the same selection number. If the price is correct, the machine will display the new price as the current price.
- To set the price for the next selection, enter the next desired selection and press the # button to enter. With the current price editable, enter the new price and save the changes with the # button.
- To exit function mode, press the C button until the machine displays "SET PRICE," then close the door to return to SALE MODE.



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# PROGRAMMING: DIAGNOSTICS

To diagnose the machine, follow the same instructions as for setting prices:

- Once you access the MODE FUNCTION, navigate with the \* button to enter Diagnose Mode.
- Press the # button to enter Diagnose Mode.
- Press the \* button to navigate through different error codes appearing in Diagnose Mode.
- Press the C button to exit Diagnose Mode.
- Close the door and reset the machine by switching it off, then switch it back on and wait for the machine to perform a SELF-DIAGNOSIS

## Error codes and solutions

ERROR CODE	ERROR DESCRIPTION	SOLUTIONS
VCM 2 ERROR	Too much time to complete vend. When motor turns more than 1 circle to complete a vend.	-Products must be packed properly to avoid "MIS-VEND" - Ensure drop sensor is not destructed for detection.
VMC 4 ERROR	Price checksum error	-Ensure all selection items are priced correctly
VCM 6 ERROR	Communication fault between the VMC and the refrigeration unit control board	-Switch the vending machine off for at least 2 minutes and switch it back on. The system will recover the communication.
VMC 8 ERROR	DROP SENSOR(OPTICAL SENSOR) BLOCKED	-Keep drop sensor clear at all times.
VMC 9 ERROR	Selection or product not detected by OPTICAL SENSOR (Considered as SOLD OUT)	-Test the selection using test vend. -Clean Optical Sensor
READER LOST	No communication between the CARD READER AND VMC.	Restart the machine. Switch the machine of, for at least 2 minutes and back on again, wait for card reader to start up.

VMC – Vending Machine Controller

OPTICAL SENSOR- Drop sensor- product detection sensor

# PROGRAMMING

## Single Motor Test Vend (SINGLE SELECTION)

This menu provides functions that allow the operator to test the operation of individual motors.

NB: Follow the same instruction for price setting, when machine displays fill coins

- Use \* button to navigate to "SINGLE SELECTION", enter with # button, upon entering the function, display will show "SELECT",
- To test a single motor the operator should enter the required selection number using the machine keypad. Machine will display the selected selection number and the Message "TESTING".

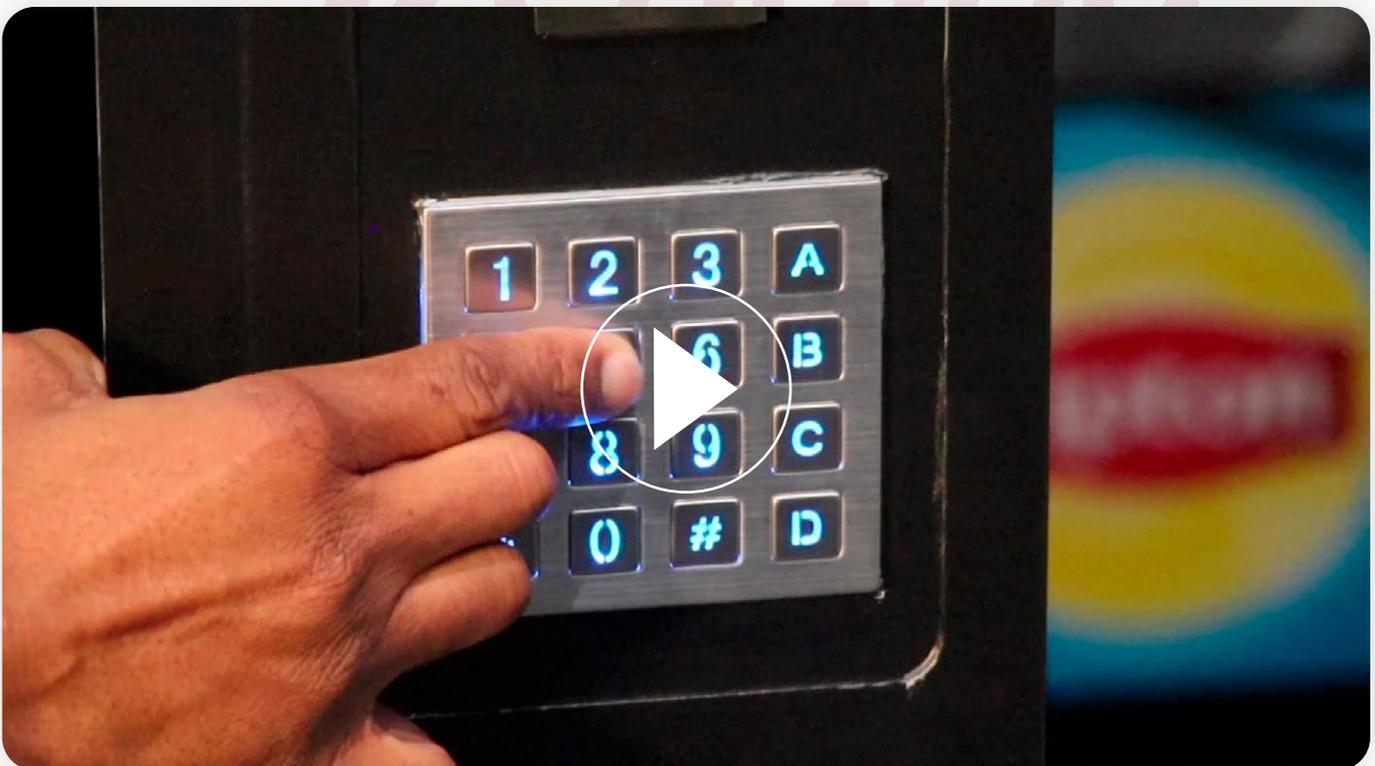
If the motor is working, the machine will display the message "OK" and the selected motor will move and complete full circle rotation and position itself to original sales mode. If vend motor is not working, the machine will display message "NULL". Indicates that the micro-switch that control the vend motor is not in position or might be faulty. If these steps are done and operator is experiencing the same error, it means the motor, or the micro-switch need to be replaced.

## All motors test vend. (ALL SELECTIONS)

NB: To test all selection motors, follow single selection test vend. When testing all selection, ensure the first product on each selection motor is removed, the machine will start testing from the first selection number of the first tray to the last selection of the last tray in the machine.

THIS FUNCTIONS ARE ONLY USED TO TEST MOTORS.

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# CLEANING

## Outside Cabinet

NB: Please ensure the machine is unplugged before any cleaning is carried out.

- Use a soft, damp cloth with mild detergent to clean the outside cabinet.
- Do not use a jet or water hose to clean the machine.
- Do not allow water to enter the cabinet.
- A proprietary glass cleaner can be used to clean the window.
- Avoid using highly perfumed products.

## Inside Cabinet

- Wipe the cabinet and dispensing trays with a damp cloth at least once every week.
- Remove all products before cleaning.
- Do not use a damp cloth to wipe any cables or connectors.
- Only use a dry cloth for cables and connectors.
- Do not use perfumed cleaning products, as this may taint snack items.
- Do not allow water to come into contact with the motors.

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