



# **V-MAX**

## **TROUBLESHOOTING**



## VENDO WARRANTY

*For Equipment Purchased prior to 10/1/01*

### NEW EQUIPMENT

- I. This is a Limited Warranty.
- II. The Vendo Company warrants, to the original purchaser, each part of each new vending machine for a period of fifteen (15) months from the date of shipment, to be free from defects in material and workmanship. This Warranty DOES NOT include light bulbs, fluorescent tubes, fuses, finish, or operating supplies.
- III. In addition to the fifteen (15) month Warranty on each part of each new vending machine, the hermetically-sealed refrigeration system used in machines designed to vend bottles, cans, and aseptic cartons is warranted to be free from defects in materials and workmanship for an additional four (4) years, provided the hermetically-sealed portion of the system has not been opened or damaged. Hermetically-sealed refrigeration systems DO NOT include fan motors, temperature controls, capacitors, overload switches or starting relays which are covered by the fifteen (15) month Warranty.
- IV. Electronic control boards and the LED display are warranted against defects in material and workmanship for an additional two (2) years. The Company, at its option, will either repair or replace products that prove to be defective.
- V. To qualify for Warranty replacement, all requests for returns must be made in writing within the warranty period, accompanied by a record of the cabinet model and serial number. If a return is found to be inoperative due to defects in material and/or workmanship, we will, at our option, make necessary repairs or furnish a reconditioned or new replacement part or refrigeration system at no charge.
- VI. The Vendo Company will pay normal transportation charges on parts and refrigeration system replaced under this Warranty. If special handling or premium transportation is requested, these charges are assumed by the purchaser.
- VII. Any parts and/or refrigeration systems replaced during the warranty period are warranted for the remaining time on the original warranty.
- VIII. This Warranty DOES NOT apply to machines located outside the United States and Canada, reconditioned equipment, equipment sold "as is", or components designed to work on electric currents other than 110v/120v 60hz cycle or 208v/220v 50hz cycle, as specified on the serial tag.
- IX. Title and risk of loss pass to the purchaser on delivery of the vending machine, replacement parts and/or refrigeration system to the common carrier. All loss and damage claims are the responsibility of the purchaser and must be filed with the delivering carrier.
- X. This Warranty DOES NOT include any service guarantee, either explicit or implied, nor will it extend to cover incidental or consequential damages or damages resulting from purchaser or third party negligence, accident, vandalism, or an act of God.
- XI. The Vendo Company reserves the right to make design changes, additions to, and improvements upon any of our product without incurring any obligation to incorporate same on any product previously manufactured.
- XII. This Warranty is in lieu of all other express warranties or other obligations or liabilities on our part, and we neither assume nor authorize any person to assume for us, any other obligation for liability in connection with the sale of said machines or parts thereof. **EXCEPT AS SPECIFICALLY PROVIDED HEREIN, THERE ARE NO WARRANTIES GIVEN, EITHER EXPRESS OR IMPLIED, AND ALL OTHER WARRANTIES, INCLUDING SPECIFICALLY BUT WITHOUT LIMITATION WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE, ARE HEREBY EXPRESSLY DISCLAIMED.**

**THE VENDO COMPANY 2/1996**



**THE VENDO COMPANY  
NEW EQUIPMENT WARRANTY  
V-MAX VENDING MACHINES  
North America/Canada**

- I. This warranty benefits only the original purchaser of a new vending machine, and does not benefit any transferee of a new vending machine from the original purchaser.
- II. The Vendo Company warrants each part of each new vending machine for a period of fifteen (15) months from the date of shipment, to be free from defects in material and workmanship. This Warranty DOES NOT include light bulbs, fluorescent tubes, fuses, finish or operating supplies.
- III. The hermetically-sealed refrigeration system used in machines designed to vend bottles, cans, and aseptic cartons is warranted to be free from defects in materials and workmanship for six (6) years, provided the hermetically-sealed portion of the system has not been opened or damaged. This six (6) year warranty DOES NOT include fan motors, temperature controls, capacitors, overload switches or starting relays.
- IV. Electronic control boards, LED displays and Vend motors, are warranted against defects in material and workmanship for five (5) years.
- V. Return authorization is required to qualify for warranty replacement. All requests for returns must be in writing or via phone, within the warranty period, and accompanied by a record of the cabinet model and serial number of the machine. Freight carrier return tickets will only be issued to the machine owner for refrigeration system returns. This warranty is voided when the serial number of a machine is missing. If a return is found to be inoperative due to defects in material and/or workmanship, we will, at our option, make necessary repairs or furnish a reconditioned or new replacement part or refrigeration system at no charge.
- VI. "Return Material Tags" indicating cabinet model, machine serial number and explanation of defect must accompany all returned parts or machines. "Return Material Tags" will be furnished upon request. On-site inspection of defective parts, at The Vendo Company's option, may be used to facilitate credit approval or the replacement of parts.
- VII. The Vendo Company will pay normal transportation charges on refrigeration systems and parts replaced under this warranty. If special handling or premium transportation is requested, those charges will be assumed by the original purchaser.
- VIII. Any parts and/or refrigeration systems replaced during the warranty period are warranted for the remaining time on the original warranty.
- IX. This warranty DOES NOT apply to machines located outside the United States and Canada, reconditioned equipment, equipment sold "as is", or components designed to work on electric currents other than 110v/120hz 60 cycle or 208v/220hz 50 cycle, as specified on the serial tag.
- X. Title and risk of loss pass to the original purchaser on delivery of the vending machine, replacement parts and/or refrigeration system to the common carrier. All loss and damage claims are the responsibility of the original purchaser and must be filed with the delivering carrier.
- XI. This warranty DOES NOT include any service guarantee, either explicit or implied, nor will it extend to cover incidental or consequential damages resulting from the original purchaser or third party negligence, accident, vandalism, or an act of God.
- XII. The Vendo Company reserves the right to make design changes, additions to, and improvements upon any of our product without incurring any obligation to incorporate same on any product previously manufactured.
- XIII. This warranty is in lieu of all other express warranties or other obligations or liabilities on our part, and we neither assume nor authorize any person to assume for us, any other obligation for liability in connection with the sale of said machines or parts thereof. EXCEPT AS SPECIFICALLY PROVIDED HEREIN, THERE ARE NO WARRANTIES GIVEN, EITHER EXPRESS OR IMPLIED, AND ALL OTHER WARRANTIES, INCLUDING SPECIFICALLY BUT WITHOUT LIMITATION WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE, ARE HEREBY EXPRESSLY DISCLAIMED.



## PARTS RETURN PROCEDURES

1. All parts returned must be accompanied by a material return tag (P/N 1122825) Tag must clearly state the reason for the return and the Return Goods Authorization Number received from your Vendo Customer Service Rep at 1-800-344-7216. (Return tags are available from our parts department upon request).
2. All parts should be properly wrapped and packed securely to avoid further damage.
3. To replace an inoperative part, please use the following instructions
4. Complete the return tag making sure to fill in ALL requested information to ensure prompt processing. Keep top (white) copy for your records. Attach tag to inoperative part and send it by the most inexpensive method of transportation (Federal Express Ground or Overnight Transportation) **To: THE VENDO COMPANY, 4015 EAST RAINES ROAD, MEMPHIS, TENNESSEE 38118.**
5. Be sure to check () the box marked "credit" and to fill in the invoice number covering the part sent to you or check the box marked "replace with like part".
6. If the box is marked for replace with like part, a like part will be shipped at no charge if our inspection shows that the inoperative part became defective during the warranty period.
7. If the box is marked for credit, a credit will be issued to cancel the invoice on which the replacement part was shipped. This credit will include any applicable prepaid transportation charges. To receive credit the inoperative part must be returned within 30 days from the date the replacement was shipped.
8. Vendo does not issue cash credit for the return of any part or accessory.

### **REFRIGERATION UNIT RETURN PROCEDURE**

1. All refrigeration units returned must be accompanied by a material return tag (P/N 1122826). Tag must clearly state the reason for the return and the Return Goods Authorization Number received from your Vendo Customer Service Rep at 1-800-344-7216. (Return tags are available from our parts department upon request).
2. All refrigeration units should be properly wrapped and packed securely to avoid further damage.
3. To replace an inoperative part, please use the following instructions.
4. Complete the return tag making sure to fill in ALL requested information to ensure prompt processing. Keep top (white) copy for your records. Attach tag to inoperative part and send it by the most inexpensive method of transportation (Federal Express Ground or Overnight Transportation) **To: THE VENDO COMPANY 7209 N. INGRAM AVE. FRESNO, CA. 93650**
5. Be sure to check () the box marked "credit" and to fill in the invoice number covering the part sent to you or check the box marked "replace with like part".
6. If the box is marked for replace with like part, a like part will be shipped at no charge if our inspection shows that the inoperative part became defective during the warranty period.
7. If the box is marked for credit, a credit will be issued to cancel the invoice on which the replacement part was shipped. This credit will include any applicable prepaid transportation charges. To receive credit the inoperative part must be returned within 30 days from the date the replacement was shipped.
8. Vendo does not issue cash credit for the return of any refrigeration unit.

**\*Canadian and International customers please contact your Customer Service Representative for return instructions**



## TROUBLESHOOTING GUIDE

This guide is a general list of probable problems, causes, and solutions. For problems not listed or additional questions, contact the Technical Services Department at Vendo, 7209 N. Ingram Ave., Fresno, CA 93650 or call 1-800-344-7216. Please have the manufacturer's date code and model number of the vendor when you call.

The troubleshooting guide is divided into three columns: Possible Problem, Possible Cause, and Service Suggestion.

POSSIBLE PROBLEM	POSSIBLE CAUSE	SERVICE SUGGESTION
Returns all good coins	No power to vendor	Check power supply.
	No power to changer	Check coin mechanism plugs. Check for faulty harness wiring (see wiring diagram for circuit).
	Acceptor is out of adjustment or coin gate is not closed	Check coin mechanism.
	Electronic-CREM function: 1.) No power to acceptor 2.) Defective acceptor	1. Check electrical connections of the acceptor. 2. Replace acceptor.
	Coin paths are dirty	Clean acceptor with approved cleaner. <b><u>DRY</u></b> <b><u>VERY THOROUGHLY.</u></b>



POSSIBLE PROBLEM	POSSIBLE CAUSE	SERVICE SUGGESTION
Money accepted, no product vended	Bad selection switch(es)	Check selection switches, replace as necessary.
	Bad selection switch harness connection	Check harness connection.
	Sold-out switch (of column selected) inoperative	Check switch, replace as necessary.
Vend motor runs until two or three products are vended or vend motors run continuously	Improper cam lobe adjustment	Check cam for proper arrangement of cam lobes (see product set-up guide).
	Motor position switch not making proper contact with cam lobe	Check lever for proper lever positioning and freedom of movement.
Refrigeration unit will not run at all	No power to vendor	Check power supply, also check service cord connections.
	Bad temperature sensor	Check / replace.
Compressor will not start	Overload Protector inoperative	Check overload (apply insulated jumper across terminal, if compressor starts, replace overload).
Compressor will not start condenser fan motor running, unit cool (no power to compressor)		



POSSIBLE PROBLEM	POSSIBLE CAUSE	SERVICE SUGGESTION
Compressor will not start, condenser fan motor running - unit hot (power to compressor)	Starting relay or capacitor inoperative	Check relay or capacitor, replace.
	Compressor inoperative	Disconnect power to vendor, remove all leads from compressor, check continuity from "common", "start" and "run" to compressor case. If continuity shows, replace compressor. Also check from "common to start" (using continuity or IHMS). If meter fails to show reading replace compressor.
Compressor starts but does not run	Will not cycle	Check overload and contact, replace overload if necessary.
	Starting relay stays closed	Replace relay.
	Compressor motor problem	Check, replace.
Compressor runs but cabinet temperature warm	Loss of refrigerant	Replace refrigeration unit. (Note: Any work of this nature done without express permission from The Vendo Company can void refrigeration unit warranty.)
	Condenser fan not working	Check circuit to run motor. Replace motor. Check for obstruction of fan blade.
	Blocked or dirty condenser (Refer to initial installation in the service manual)	Check condenser vanes for obstruction, lint or dirt. Clean, also check for proper air flow through refrigeration area.
	Evaporator fan not working	Check circuit to fan motor. Replace motor, also check for obstruction of fan blade.
	Bad inner door seal	Check for moisture on seal. Adjust inner door as necessary (See initial set-up of service manual). Replace door seal.



POSSIBLE PROBLEM	POSSIBLE CAUSE	SERVICE SUGGESTION
Evaporator frosted over	Water at base of evaporator unit	Check for proper drainage (such as plugged drain, kinks in drain tube, etc.), check door seal.
Product freezing up too cold	Temperature setting too low	Adjust temperature setting in electronic controller.
Excessive noise	Fan blade bent or hitting shroud	Straighten, relocate shroud position, or remove shroud.
	Fan motor noisy	Replace if necessary.
	Refrigeration base loose or bent	Tighten bolt or replace if necessary.
Both compressor and condenser fan motors will not operate	Bad refrigeration control relay	Test relay using relay test function of the electronic controller. Replace relay if necessary.
	Bad wiring connection at refrigeration control relay	Check wiring connections. Make corrections if necessary.





## NOTES