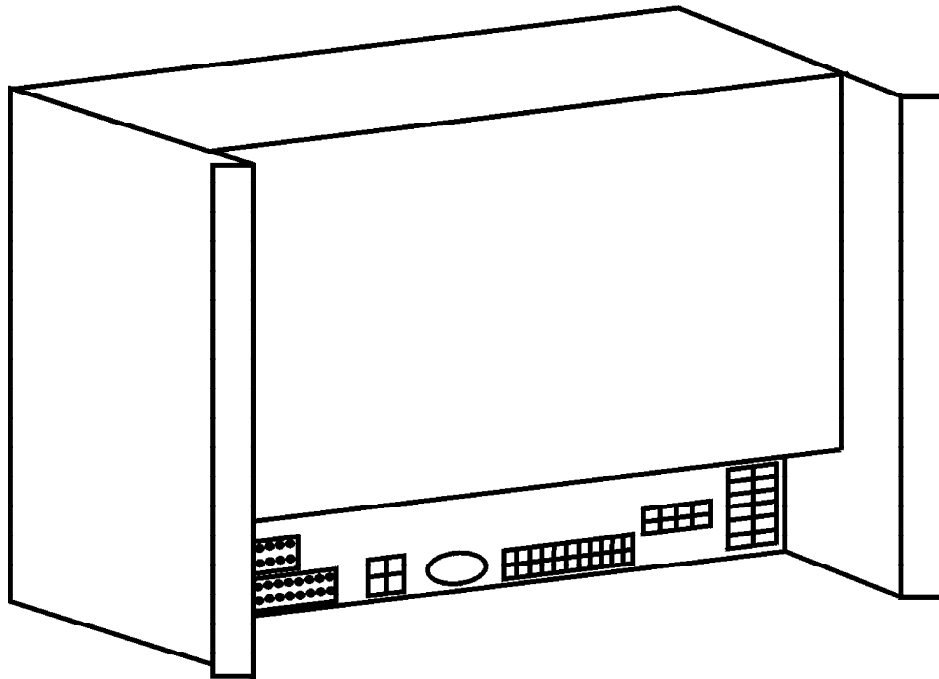


DIXIE-NARCO, INC.

SIID ELECTRONIC VENDERS

WITH TWO BUTTON PROGRAMMING

TROUBLESHOOTING



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SIID VENDING

1. Problem: Free vend on one column.
 Troubleshooting:
 - A) Check selection price.
 - B) Check for bad connections or broken, backed out, or crossed wires from vend motor to control board.
 - C) Check for sticking select button.
 - D) Check control board.

2. Problem: One motor continues to home with door closed, shows "JC#" when in diagnostics.
 Troubleshooting:
 - A) If using Mars Validator, ensure correct interface harness is used.
 - B) Check for bad connections or broken, backed out, or crossed wires from vend motor to control board. (Note: Check wires on left side of vend motor cover.)
 - C) Check vend switch.
 - D) Check control board.

3. Problem: One column sold out, but still vends.
 Troubleshooting:
 - A) Check sold-out switch.
 - B) Check for bad connections or broken, backed out, or crossed wires from sold-out switch to control board. (Note: Check wires on left side of vend motor cover.)

4. Problem: Vender will not sequence (Coca-Cola only).
 Troubleshooting:
 - A) Ensure wire #24 is in select panel harness and is in correct pin location.
 - B) Check for bad connection or broken wire #24 in select panel harness.
 - C) Make sure wire #24 is in correct location.
 - D) Check control board.

5. Problem: Free vend on one or more columns.
 Troubleshooting:
 - A) Check secondary pricing program.
 - B) Check for bad connections or broken, backed out, or crossed wires from vend motor to control board.
 - C) Check for sticking select button.
 - D) Check for bad vend motor switch.
 - E) Check control board.

6. Problem: Column Jackpots.
 Troubleshooting:
 - A) Check problem column(s) in motor test.
 - B) Check motor for:
 1. Syrup on brake.
 2. Locate/check brake spring.
 3. Check motor switch.
 - C) Check wiring from/to motor switch of problem column.
 - D) Check wiring at mate-n-lock on cabinet harness and cabinet extension harness.
 - E) Check motor.
 - F) Check control board.

7. Problem: Column will not vend.
 Troubleshooting:
 - A) Go to diagnostics and test.
 - B) Check for bad connection or broken, backed out, or crossed wires. (Also check ballast wires).

8. Problem: Motor stops on high cam.
 Troubleshooting:
 - A) Change vend switch.
 - B) Install current software.
 - 5 or 380.11 or greater two-button programming.
 - 3.16 or 390.11 or greater four button programming.

SIID VENDING

9. Problem: No motors work.
 Troubleshooting: A) Check F2 motor power fuse (6 Amp).
 B) Check lamp and lamp wiring for broken, backed out, or crossed wires.
 C) Check ballast and ballast wiring for broken, backed out, or crossed wires.
10. Problem: F2 motor power fuse continuously blows.
 Troubleshooting: A) Check if 6 amp fuse is used.
 B) Check that capacitor instead of MOV used at CR1 location.
 C) Check ohms of each motor in off state
 - unplug wires to coil of motor.
 - ohms should be 6.5, if less coil of motor has a short.
 D) Check motor harness.
 E) Check motor extension harness.
 F) Check for bad bulb in lighting system.

SIID COIN / CURRENCY

1. Problem: Will not accept coins or bills.
 Troubleshooting: A) Check coin return lever is not pressed.
 B) Check F3 peripheral (1.0 Amp) fuse.
 C) Go to diagnostics and test.
 1. Will not take coins, replace coin mech.
 2. Still will not take coins, check connections and mech harness.
 D) Check for bad connections or broken, backed out, or crossed wires from validator/
 changer to control board.
 E) With Mars 6510 Mdb mechs, serialized prior to 176xxxxxxx that do not have a red
 dot on the coin mech, check the coin mech.
 F) Check control board.
2. Problem: Validator sometimes sets up credit and then steals bill.
 Troubleshooting: A) Check for proper interface harness.
 B) Check for bad connections or broken, backed out, or crossed wires from vend/sold-
 out harness.
 C) Check validator.
 D) Check control board.
3. Problem: Accepts coins and displays, but will not vend.
 Troubleshooting: A) Check coin mech.
 B) Check for bad connections or broken, backed out, or crossed wires from validator/
 changer to control board.
 C) Check voltage supply (110-115AC) at outlet.
 D) Check control board.
4. Problem: Incorrect change paid back, use correct change lamp stays on.
 Troubleshooting: A) Check control board.
5. Problem: Cannot dump coins when in "Cd" mode.
 Troubleshooting: A) Check for bad connections or broken, backed out, or crossed wires from changer to
 control board.
 B) Check select switches and wiring.
 C) Check coin mech.
 D) Ensure you are not using Mars International Executive or NRI Simplex changers.
 E) Check voltage supply (110-115AC) at outlet.
 F) Check control board.

6. Problem: BA30 stealing bills.
Troubleshooting: A) Check door switch.
B) Check validator.
C) Check interface harness.
7. Problem: Want to install a debit card system.
Troubleshooting: A) Need to contact card system supplier for details.
8. Problem: \$1 and \$5 Bill Acceptance (Black label box 2 button programming)
Troubleshooting: A) Works with
 1. BA-30
 2. VFM-3 Low Level
 3. DBA -2 or 3
9. Problem: \$1 and \$5 Bill Acceptance (Red label box 4 button programming)
Troubleshooting: A) Works with
 1. BA-30 Mdb
 2. Mars VN 2500 Series Mdb
10. Problem: Install bill, unplug vender, plug in vender, gives \$1 credit and bill back.
Troubleshooting: A) Set Escrow to "Pr" or "ES-4"
B) Install current software.
-5 or 380.11 or greater two-button programming.
-3.16 or 390.11 or greater four-button programming.
11. Problem: Install Debitek card, unplug vender, plug in vender, jackpots changer.
Troubleshooting: A) Install current software.
-5 or 380.11 or greater two-button programming.
-3.16 or 390.11 or greater four-button programming.
12. Problem: After a few vends, the Mars 6510 Mdb disables itself (i.e. stops taking coins).
Troubleshooting: A) Install current software (Eprom)
- 804,911,380.41 or greater two-button programming.
- 804,911,390.21 or greater four-button programming.
13. Problem: Insert \$1.00 bill and \$2.00 or more appears on the display.
Troubleshooting: A) Go to "nF" (note factor) in menu and set to 100 (two-button programming only).
B) Install a known good validator.
14. Problem: New 4-tube changer will not pay out dollar coin.
Troubleshooting: A) Install current software.
- 380.51 or greater two-button programming.
- 390.11 or greater four-button programming.
15. Problem: Software does not work with free vend note token in BA30.
Troubleshooting: A) Install current software.
- 380.51A or greater two-button programming.
- 390.31 or greater four-button programming.
16. Problem: Coinco 9302GX changer dispenses all nickels first, then correct change lights come on (sample price this occurs .60¢).
Troubleshooting: A) Load the nickels in coin fill (CD) mode. Note: This is a Coinco 9302GX problem.

17. Problem: Display increments in value with door closed or when you push on the door.
Troubleshooting: A) If using an SIID A6 control board -
- locate the tab below the P8 plug on the board. Put a piece of electrical tape on the board to prevent this tab from making contact with the trace on the board above the tab.
18. Problem: Coinco BA30 programmed for coupon acceptance; accepts bills, stacks, and does not give any credit.
Troubleshooting: A) Contact Coinco for information to correct this.
19. Problem: Danyl Card Reader - Customer puts card in and the changer pays out the entire value of the card. The card retains its entire value.
Troubleshooting: A) Contact Danyl (Schlumberger) for information to correct this.

SIID SOLD-OUT MESSAGE

1. Problem: Sold-out message stays on.
Troubleshooting: A) Check limited access program.
B) Check for crossed wires in cabinet harness and cabinet extension harness or loose wire harness connection.
C) Check for motors rubbing motor cover (on early SIID venders).
2. Problem: Sold-out message comes on with product in column.
Troubleshooting: A) Check programming and ensure limited access is not on.
B) Check for bad connections or broken, backed out, or crossed wires from select switch to control board.
(Note: Check wires on left side of motor cover.)
C) Check for motor rubbing motor cover (on early SIID venders).
3. Problem: Sold-out switches work the incorrect column.
Troubleshooting: A) Ensure correct cabinet harness and select harness are being used.
B) Check for crossed wires in cabinet harness or cabinet extension harness.

SIID SELECT PANEL / DISPLAY

1. Problem: Plug in vender and displays a blank or "rrrr" appears on the display; vender will not function.
Troubleshooting: A) Press a select button to change message on display; this should clear "RRRR"s.
B) Remove power to vender for one minute, then power vender back up.
C) Check main power plug for loose connection.
D) Check for bad connections or broken wires from display to control board.
E) Check display board.
F) Check control board.
2. Problem: Display will not function.
Troubleshooting: A) Check for bad connections or broken wires from display to control board.
B) Check F1 motor power fuse (1.6 Amp).
C) Check display board.
D) Check transformer.
E) Check control board.

3. Problem: Display shows \$1 and then increases in dollar increments.
Troubleshooting:
 - A) Check coin mech.
 - B) Check validator.
 - C) Check control board.
4. Problem: Cannot set price on a given selection.
Troubleshooting:
 - A) Check for bad connections or broken wires from select switch to control board.
 - B) Check select switches.
 - C) Check control board.
5. Problem: Vender changes a set vend price to .10¢ on selections on its own. (domestic only - .10¢ could be any given price).
Troubleshooting:
 - A) Check secondary pricing program.
 - B) Check for bad connections or broken wires from select switch to control board.
 - C) Check control board. (Possible cold solder joints.)
6. Problem: Control board loses its memory when power is shut off to vender.
Troubleshooting:
 - A) Check battery (see problem 16 on next page).
 - B) Check control board.
7. Problem: Space to sales does not work properly when adding and deleting columns.
Troubleshooting:
 - A) Check for bad connections or broken wires from select switch to control board.
 - B) Check control board.
8. Problem: F2 motor power fuse (6 Amp) blows when a given motor runs.
Troubleshooting:
 - A) Check motor for short.
 - B) Check motor switch and motor wires for short.
 - C) Check motor.
 - D) Check the ballast, lamps, and lamp harnessing for broken, backed out, or crossed wires.
9. Problem: Board power fuse blows when supplying power.
Troubleshooting:
 - A) Check changer and interface harness.
 - B) Check validator and interface harness.
10. Problem: Flashing decimal point.
Troubleshooting:
 - A) Go to diagnostics.
 - All columns shown to be jammed.
 - Check 6 Amp motor fuse (F2).
 - Select problem.
 - Enable problem (check board).
 - Pb problem (check board).
11. Problem: Plug in vender and "1-1-1-1" scrolls across display.
Troubleshooting:
 - A) Remove power to vender for one minute, then power vender back up.
 - B) Check for bad connections or broken, backed out, or crossed wires in select panel harness.
 - C) Check top of door weld assembly for seal.
 - D) Check control board.
12. Problem: Display shows "LOC".
Troubleshooting:
 - A) Can only be accessed via DEX or hand-held.
 - B) Check control board.

13. Problem: Will not show vend price on display.
Troubleshooting: A) All vend prices on primary price have to be the same price, and all prices on secondary price have to be the same price.
- To quick-set all prices, set vend price on #1 to price you require, then press select buttons 3 and 4 and hold for 10 to 15 seconds. All prices will change to the price programmed at #1 selection. Close the door and the display will now show the vend price.
14. Problem: When programming, the display takes 30 to 45 seconds to go from one program to another.
Troubleshooting: A) Unplug the coin mech and then program the SIID control box.
15. Problem: Display goes blank when you press a given select button.
Troubleshooting: A) Check for bad vend motor on selection pressed. (Wire broken at coil or possible spade pulled out)
16. Problem: Set price, unplug vender, plug in vender and price changes to 99.95.
Troubleshooting: A) Check battery. Follow steps to check.
1. Unplug vender.
 2. On Ardac boards, locate component LH5168D-10L at U6 on board.
On DeAmertek boards, locate component LH5168D-10L at U2 on board.
 3. Set volt meter to test DC voltage.
 4. Put one test lead on pin 14.
 5. Put other test lead on pin 28.
 6. Volt meter should read minimum 2 VDC.
 7. If bad battery (under 2 VDC), replace the board.
17. Problem: When programming prices, display will only increment in \$1.00 amounts.
Troubleshooting: A) Go to "bill" (set bills only) in menu and set to "bills no" (two-button programming only).
- B) Down-power the vender and plug in the coin mech.
 - C) Install a known good coin mech.
 - D) Check the control board.
18. Problem: All segments stay illuminated on display.
Troubleshooting: A) Toggle to proper setting (14 segment versus 7 segment).
B) Connector harness loose at display board.
C) Check for bad connection or broken, backed out, or crossed wires in display harness.
19. Problem: Plug in vender and "1-1-1-1" scrolls across the display. Press the service switch and "EN#" is displayed.
Troubleshooting: A) Check control board.