



THESE GUIDES ARE FOR MACHINE MODEL: ROYAL 768 & 650 ONLY

Store Level Vending Responsibilities

Two employees at each store should be designated, and trained to operate your retail brand vending machine, to enable them to perform the following:

- **Cleaning the machines, both inside and out, - weekly**
- **Load the machines correctly with product, - daily**
- **Empty cash box, - daily**
- **Report machine malfunctions to Cott (Call 1-800-662-9225, option 1 for service assistance or to diagnose the problem.)**
- **Perform over the telephone, troubleshooting and diagnostics**
- **Clear coin jams**
- **Clear can jams**
- **Change flavor strips**
- **Minor part replacement**

NOTE: Under the Cott vending program, your employees will be asked to assist in performing over the phone diagnostics, troubleshooting and minor repairs. It is our experience that the vast majority of malfunctions are caused by jammed coins, jammed bottles or cans, store-level electrical problems or cleanliness issues. By partnering with our retailers and their on-site staff, in most cases the malfunctioning machine can be corrected within minutes. In the event that the store staff is unable to correct the problem, Cott will dispatch a contract service company to the store site within two business days.

If parts are necessary, Cott will ship them via UPS to either the store or the contract service company, as appropriate. If parts have been sent to the store for installation by store staff, Cott may request that certain old parts be returned to Cott's Service Center. Cott handles the return of these parts via UPS call tags, at no cost to the store.

The Cott Service Center will automatically contact the store later to verify that the problem has been resolved. The regular service response time frame does not apply to machines damaged by theft or vandalism.

Machines damaged by vandalism should be reported to the Cott Service Center at **1-800-662-9225, option 1** as soon as possible. Please provide as complete a record as possible to help determine the parts and graphic components necessary to repair the machine. Cott will dispatch a service technician to your store to estimate the machine damage and repair the machine if possible.



Please obtain the following information from your electronic machine, and call us with this helpful information.

Model RVCDE-768-10, electronic vendors with a digital display.

Look at the LED (digital display on the front of the machine) when the door is closed and when the door is open.

- 1) Door closed LED reads _____
- 2) Door open LED reads _____
- 3) Push the door switch (a white plunger on the edge of the cabinet, or a rocker switch near the bottom of the outer door) and hold for two minutes. Do you hear the cooling deck start up? **Yes-No**
- 4) If the display is flashing "8888" unplug machine for 15 minutes and plug back in again. Are "8"s still showing on LED? **Yes - No**

Once troubleshooting has been completed, please call Cott with the results, (800)662-9225, option 1. Thank you.

*****CHANGER*****

If the machine keeps the coins or does not accept coins, check for the following:

Check for coins jammed in the chute, changer, and coin accepter. Remove any coins you may find.

Is the changer plug* (white plastic, computer-type connector) plugged in tightly? **Yes - No**

(*NOTE* Do not attempt to plug or unplug the white, changer, power connector with power to the machine. *)

If there are no coin jams, answer the following questions:

When inserting coins, do they register on the LED display on the front of the machine? **Yes - No**

What does the display show when you try to make a selection? _____

Make sure there is at least an inch of change in each of the tubes of the coin mechanism.

If there is not, add coins to any tube which does not have at least an inch of stacked coins.

Clean the coin accepter part of the changer. The accepter is the top portion of the changer. Disconnect power to the machine. Put your finger in the rectangle shaped opening at the top of the changer.

Pull lightly towards you. You will notice that side closest to you is spring loaded, and comes to you and to the right. Wipe the inside of the accepter with a *very lightly* damp, clean rag. **Allow to dry for 10 minutes.**

Is the machine now accepting coins? **Yes-No**

*****REFRIGERATION*****

Is the product cold? **Yes-No**

Is there ice on the evaporator coil (behind the triangular shaped product chute)? **Yes-No**

Is the condenser coil (very bottom on the right) clean? **Yes-No**

The condenser coil can be cleaned with a stiff bristled brush or broom. Please do *not* use a wire brush.

Push the door switch in for two minutes. Do you hear the cooling deck come on? **Yes-No**

Place a small piece of paper up against each coil (evaporator, where ice may be, and condenser, in the bottom of the machine). Does the fan pull the paper to the Evaporator Coil? **Yes-No**

Condenser Coil? **Yes-No**

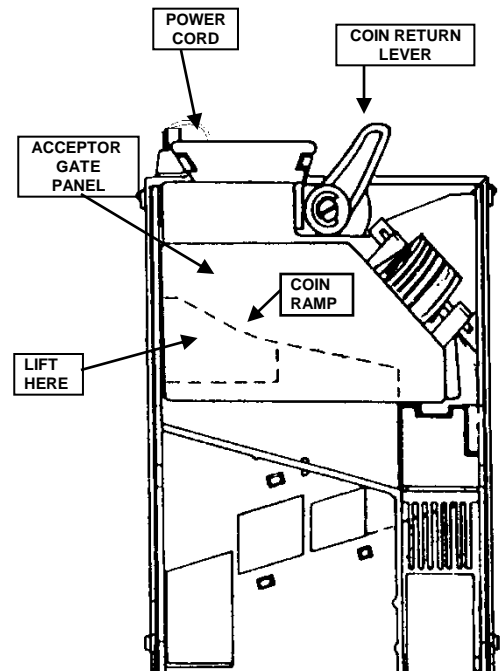
The equipment manufacturer notes that this model should be operated on a dedicated, 15 amp, electrical circuit. That means that this unit should not typically share power with another vendor. Placing two vending machines on a 15 amp circuit can have potentially serious consequences. Is there anything else plugged into the circuit with this machine? Yes/No

Coins are falling straight through or getting stuck & I am unable to purchase a soda. What do I do?

Try the steps listed below. If you still have difficulties, call us at (800) 662-9225, option 1.

It is possible that the coin changer is just dirty. Since all coins share a common ramp, it gets heavy usage and dirt build-up.

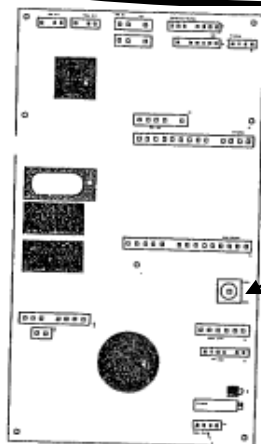
1. Disconnect power to your machine by unplugging it from the wall or by switching the circuit breaker off at the store's main power panel.
2. Open the front door of the machine and the inner door. Find the coin changer power cord, located at the top left, rear corner of the coin changer.
3. Follow the power cord to the large plug on its end.
4. Grasp the plug and pull it out of its door-mounted socket.
5. Press down on the plastic coin return lever, at the top of the coin changer. This will cause the front half of the coin acceptor to move toward you. Insert your fingertip between the halves of the acceptor panel on the left side.
6. You should now be able to lift up on the left side of the acceptor gate panel, to expose the inner ramp. The acceptor gate panel is spring loaded at the top right corner. Do not lift the left side more than 90 degrees. (ie. Do not lift past the point of significant resistance.) Hold the acceptor gate firmly to prevent it from snapping back.
7. Wipe the exposed inner surfaces on both halves of the acceptor with a damp cloth and mild soapy water solution. **NEVER USE LUBRICANTS, OIL, OR HARSH CLEANERS WHICH COULD DAMAGE THE COIN CHANGER.**
8. **DO NOT SUBMERGE THE COMPONENTS IN WATER !!**
9. Dry the surface and gently release the acceptor gate panel so that it returns to its normal position.
10. Plug the coin changer's main plug back into the door-mounted socket.
11. Close the inner and outer door of the machine. Plug the machine back into the wall, or reset the circuit breaker at the store's main power panel.
12. Coin test the machine for proper operation.



If the coins are still falling straight through, see guide titled "Basic Trouble Shooting Information for Common Problems" or call the vending customer service center at (800)662-9225, option 1 .



How to test vend the columns on a Royal 768 (Model RVCDE-768-10)



This is the Mode Button. It should be blue, white, or yellow on your machine, and is the *only* button on the circuit board.

Open the main door of the machine and then open the inner door at the same time, making certain that the door switch (a white plastic plunger button located near the edge of the main cabinet, or a white plastic rocker style switch mounted near the bottom of the main outer door just below the level of the inner door), is never pressed during the course of this procedure.

Seen above, is a picture of the green silicon circuit control board in the machine. It is located just to the left of the coin mechanism near the center of the main outer door of the vendor (and most likely is behind a small metal door that swings open to the left, or requires a Phillips head screwdriver to remove a thin, metal, covering plate), or it is located in the very upper left corner on the inside of the main outer door. ****BEFORE you touch the circuit board, please touch the metal of the door panel to neutralize any static electricity that could “zap” the electronics.****

Press the mode button on the control board one time, and you enter the “service mode.”

- The LED on the front of the machine should read “SALE”. (If it reads “Error” that means there is an error with the machine. *You can still continue with these instructions if there is an error.*)
 - Press the top selection button on the front of the machine (3 or 4 times) until the word “tEST” appears.
 - Press the # 3 selection button, and “CO1” appears, representing column #1 inside the cabinet.
 - Press the #3 selection button again, and the machine activates column #1 and vends product from that stack.
 - Press selection button #1, and the LED then changes to “CO2”.
 - Press the #3 selection button, and the machine activates column #2...
 - Each time selection button #1 is pressed, the vendor increases the column number which appears on the display.
 - Pressing selection button #2 decreases the column number on the display.
 - Selection button #3 acts as the *enter* button, and vends the column number that is displayed.
 - If button #3 is held in for more than 2 seconds, it takes you back to “Test”.
- If you end up in a menu on the LED that is not familiar, close the door, wait twenty seconds and start over.

**PLEASE CALL COTT ONCE TROUBLESHOOTING HAS BEEN COMPLETED.
OUR PHONE NUMBER IS (800)662-9225, OPTION 1. THANK YOU.**



Royal 768 Column Numbering

Back columns

12	11	10	9	8	7
6	5	4	3	2	1

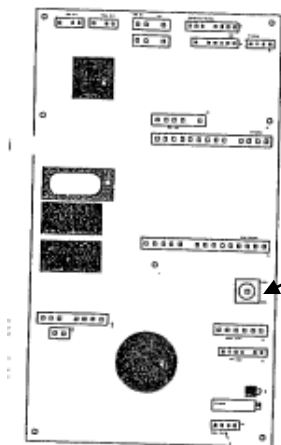
Main power from cabinet harness goes to motor 12 first, then 6, 11, 5, 10, 4, 9, 3, 8, 2, 7, and 1.

Front columns

Top view, and this is the front of the cabinet.



How to obtain error codes on the Royal 768 machine (Model RVCDE-768-10)



This is the Mode Button. It should be blue, white, or yellow on your machine, and is the *only* button on the circuit board.

Open the main door of the machine and then open the inner door at the same time, making certain that the door switch (a white plastic plunger button located near the edge of the main cabinet, or a white plastic rocker style switch mounted near the bottom of the main outer door just below the level of the inner door), is never pressed during the course of this procedure.

Seen above, is a picture of the green silicon circuit control board in the machine. It is located just to the left of the coin mechanism near the center of the main outer door of the vendor (and most likely is behind a small metal door that swings open to the left, or requires a Phillips head screwdriver to remove a thin, metal, covering plate), or it is located in the very upper left corner on the inside of the main outer door. ****BEFORE you touch the circuit board, please touch the metal of the door panel to neutralize any static electricity that could “zap” the electronics.****

Press the mode button on the control board one time, and you enter the “service mode.”

The LED on the front of the machine will show “CASH”, “SALE”, or “Error”. If it reads “SALE” press the top, or #1 selection button on the front of the machine, until “Error” is displayed.

Press the third, #3 selection button from the top on the front of the machine, for details of error messages. Please write down each error which appears, and relay that information to Cott Vending.

****Disregard “StS” followed by “dAxx” (“xx” represents column numbers). This is a code that shows columns are double assigned, and that is natural with multiple columns holding the same type of product.**

Look for error codes like **“SELS, CHAr, ACCE, Chut, StS”** followed by **“UAxx** (and again “xx” represents column numbers), **bUAL,**” and/or **“FriG”**.

If you end up in a menu on the LED that is not familiar, close the door and wait twenty seconds and start over.

PLEASE CALL COTT ONCE TROUBLESHOOTING HAS BEEN COMPLETED. OUR PHONE NUMBER IS (800)662-9225, OPTION 1. THANK YOU.

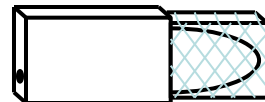


**Refrigeration check list.
What should I look for?**



1. Look behind the triangular can/bottle chute. Is the evaporator coil covered with thick frost or ice? **Yes/No**
If yes, defrost the machine by unplugging. It may take a full day to thaw completely.
Never use a sharp object to chip ice away!
2. Is the soft, rubber, door seal on the inner door obstructed, torn, or flattened? **Yes/No**
3. Check for an outdoor heater under, and to the left of the triangular can/bottle chute. The heater is a rectangular metal box with a "U" shaped heating element. The heater should only operate when the machine is outdoors and the temperature is below 32 degrees F, or 0 C. Is the orange light lit on the heater, or the heating element glowing? **Yes/No**
4. Make sure there is no standing water in the machine. There is a drain hole just left of center, towards the front of the machine, on the shelf under the can/bottle chute. If the drain becomes clogged, the water will accumulate in the cabinet. The excess moisture can cause the coils to build up ice. Poke a pencil or straw through the drain hole to clear. Be sure to remove the object that you use to clear the drain. Is the drain clear? **Yes/No**
5. Check for air flow in the cabinet. There is a fan directly behind the cooling coils. If the fan is not working the coil will build up a lot of frost. The fan pulls air through the coils which will create suction at the front of the coil. Hold the door switch in for 1 or 2 minutes. See if a piece of paper pulls to the front of the coils. This will verify sufficient airflow.
-Paper pulls on the evaporator coil (behind the can/bottle chute). **Yes/No**
-Paper pulls on the condensor coil (bottom right, looks like a radiator). **Yes/No** *Please note, this set of coils in the bottom of the machine, which resembles a car radiator or the coils on an air conditioner, should be brushed with a stiff broom or plastic bristle brush every thirty days. Please do not use a wire brush, as it can harm the copper coolant lines imbedded between the fins.*
6. Look at the small port door (where the cans/bottles come out of the main door) and see if it closes properly after each vend? **Yes/No** Is that port door cracked? **Yes/No**
7. Is the machine at least four inches from the wall behind it? **Yes/No** The machine has to vent warm air out the back of the unit.

OUTDOOR
HEATER

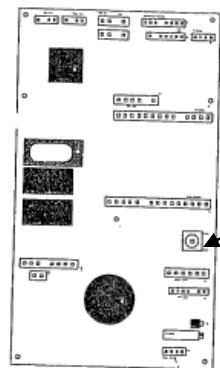


**PLEASE CALL COTT VENDING WITH ANSWERS TO THESE QUESTIONS
(800)662-9225, OPTION 1. THANK YOU!**



The display on the machine says “Ice Cold FrEE” How do I fix this?

- Open the outer door of the machine.
- Next, open the inner door of the machine; separate the two doors.
- The control board will be located in the center of the main door, *just to the left of the coin mechanism.* *



This is the Mode Button. It should be blue on your machine, and is the *only* button on the circuit board.

- *In some machines, a metal panel covers the coin mechanism and/or the control board. Remove the sheet metal screws that hold this cover in place to gain access to the circuit board. There is no metal cover in many machines, or it may be replaced by a metal door with hinges.

****BEFORE you touch the circuit board, please touch the metal of the door panel to neutralize any static electricity that could “zap” the electronics.****

- Locate the mode button on the control board. This should be a blue button, and it is the only button on the circuit board.
- To clear the “Ice Cold FrEE” condition on the digital display:
 1. Press the mode button one time.
 2. Press selection button #3 while the door of the vendor is still open.
 3. Close the doors on the vendor.
 4. The display should now show the normal “Ice Cold” and your vend price.

PLEASE CALL COTT VENDING WITH THE REPLY ON WHETHER THIS INFORMATION WAS HELPFUL IN RESETTING THE MACHINE. (800)662-9225, OPTION 1. THANK YOU!