



THESE GUIDES ARE FOR MACHINE MODEL: VENDO 600 & 392 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**

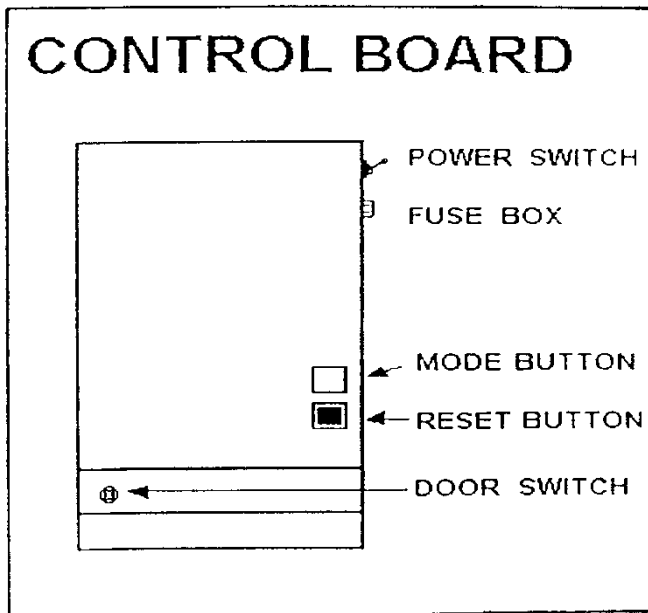
NOTE: Under the Cott vending program, your employees will be asked to assist in performing over the phone diagnostics, troubleshooting and minor repairs. It is our experience that the vast majority of malfunctions are caused by jammed coins, jammed bottles or cans, store-level electrical problems or 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.

IMPORTANT!! IF THE TROUBLESHOOTING REQUIRES YOU TO TURN VENDOR OFF, OR DISCONNECT POWER AT A CONNECTION, YOU MUST TURN POWER TO THE CIRCUIT BOARD OFF FIRST. PLEASE, FOLLOW THE INSTRUCTIONS BELOW. THANK YOU.



TO THE RIGHT OF THE CHANGER ABOUT 12-14 INCHES, YOU WILL SEE A METAL PANEL WITH TWO SQUARES CUT OUT. (SEE DIAGRAM.)

ON THE RIGHT OF THAT PANEL, OVER THE TOP EDGE, THERE IS A TOGGLE SWITCH THAT YOU CAN TURN OFF (DOWN).

BE SURE TO RESET THE SWITCH (UP) AFTER YOU HAVE CONNECTED POWER TO (OR IN) THE VENDOR.**

****IF THE LED DISPLAY DOES NOT COME BACK ON, MAKE SURE THE FUSE IS NOT BLOWN OR LOOSE (BUT ONLY CHECK WHILE THE TOGGLE SWITCH IS DOWN).****

IF YOU HAVE QUESTIONS, PLEASE CALL US AT (800)662-9225, OPTION 1. THANKS.

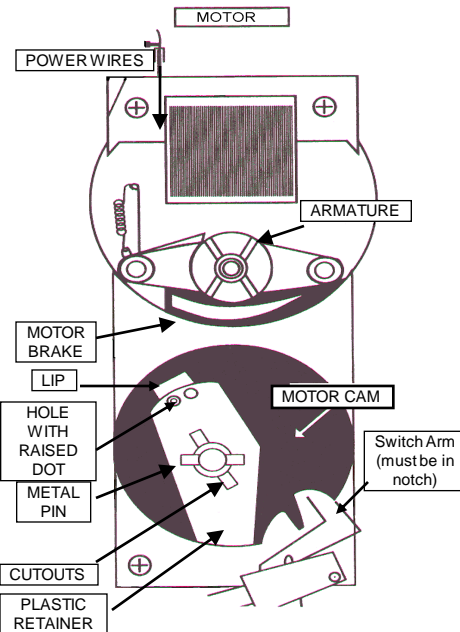
Machine is vending out of one column, three sodas then no soda, then no soda, then 3 again....

What do I do?

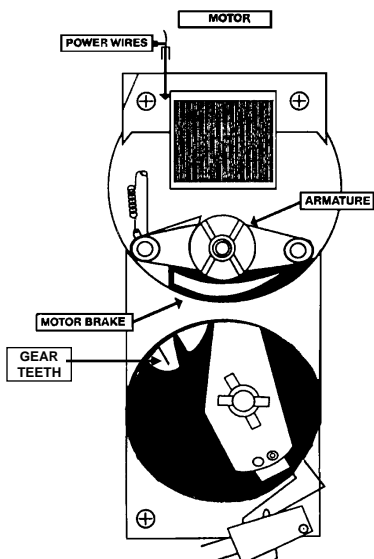
Try the steps listed below. If you still have difficulties, call us at (800)662-9225, option 1.



MODEL: VENDO



MOTOR AT NORMAL SETTING



GEAR TEETH AT 10 O'CLOCK POSITION

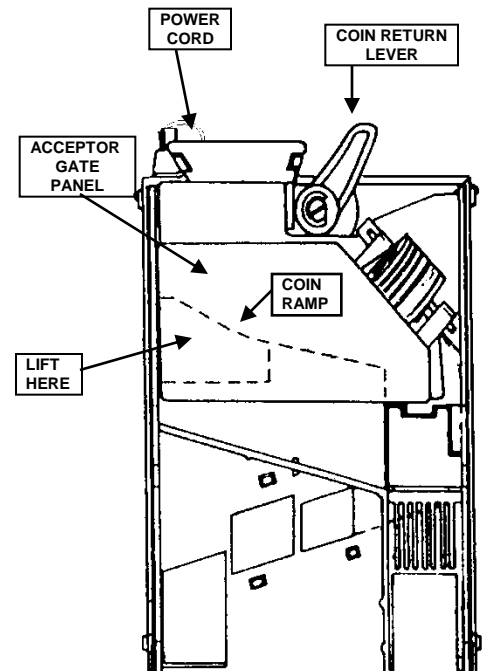
1. Disconnect power to your machine by unplugging it from the wall or by switching the circuit breaker off at the store's main power panel.
2. Open the front door of the machine and the inner door.
3. Remove the motor cover (large, rectangular sheet metal cover located above the can chute, which covers the motors at the base of each column.) It is fastened with one phillips screw in the center of the top ledge. Remove the screw and remove the cover by pulling it toward you.
4. Identify the column that is not vending correctly. Locate the motor at the base of that column. Identify the plastic motor cam and the plastic retainer, which are part of that motor assembly.
5. The retainer has a raised tab at one end and either two or three small holes just below the tab. One of the holes will have a raised plastic dot visible through it. Using a felt pen, mark that hole for future reference.
6. Using your fingertip, pull the tab at the end of the retainer toward you until the hole clears the plastic raised dot. Then rotate the retainer until the metal pin in the center spindle lines up with the cutouts in the retainer. The retainer may now be removed by pulling it toward you.
7. Carefully, remove the motor cam by gripping the edges and pulling it toward you off the center spindle.
8. Rotate the cam clockwise in your hand and replace it on the spindle with the "gear teeth" in the ten o'clock position. When replacing the cam on the spindle, be very careful not to bend the thin metal arm on the microswitch, which is located at the five o'clock position. To avoid damaging the metal arm, gently push it to the right with a pen until it clears the edge of the cam. Then push the cam completely onto the spindle.
9. Re-install the retainer on the spindle and rotate the retainer until the raised plastic dot is aligned with the correct hole, which you marked earlier with a felt tip pen. Release the lip of the retainer.
10. Replace the motor cover and phillips screw.
11. Close the inner and outer doors and re-connect power to the machine by plugging it back into the wall, or by re-setting the breaker at the store's main power panel.
12. The problem column will cycle automatically and the motor will re-set itself to correct operation.

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.

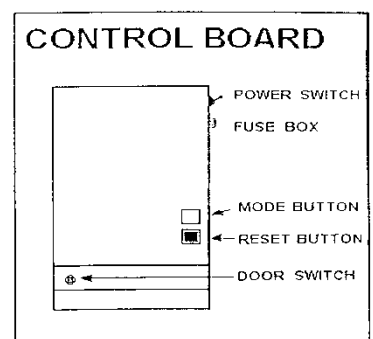
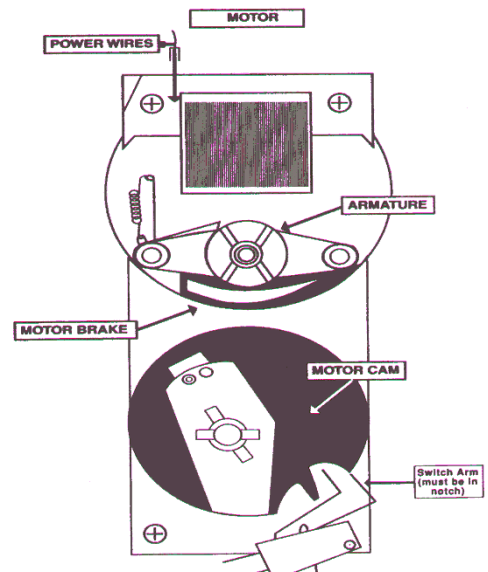
Machine shows sold out when I make a selection, but the columns are full. What do I do? Try the steps listed below. If you still have difficulties, call us at (800)662-9225, option 1.

Procedures to Clear Jams Vendo Model 600 Machines

1. Open the outer door of the machine.
2. Unlock and open inner door of the machine.
3. Read the LED display on the front of the machine. It should read [ER-1].
4. Identify the location of the coin changer. To the right of the coin changer is a rectangular sheet metal panel, which covers the control board and has two square holes near the right side. The top hole provides access to the "mode" switch button.
5. Insert your finger through the top hole and push the button with your finger until it clicks, once.
6. The LED display on the front of the machine will display the number of the column that is jammed. (I.e. CJ 1) Find that column. Note, columns are numbered right to left, with #1 being first column on the right.
7. **For safety it is imperative that you disconnect the power to the machine before attempting to clear a jammed column.** Let motors cool for ten minutes before moving to step #8.
8. Unload the cans from that column. It is not necessary to remove the last can from the holder (vend bucket) in the very bottom of the column, unless it is physically wedged in mechanism.
9. Remove the motor cover (large rectangular piece of sheet metal above the can chute), which covers the motors across the bottom of the columns. It is held on by a phillips screw in the center of the top lip. Loosen the screw and the motor cover and set both aside.
10. Hold up the motor brake with your finger and with your other hand, turn the plastic motor cam clockwise until you hear and feel a metallic CLICK.
11. If the motor cam will not turn, spin the armature clockwise 10-12 times while holding up the motor brake. Use your finger to spin the armature from the underside. This will help to free the motor cam wheel. Go back to step 9 and turn the motor cam, again.
12. After the motor has been reset (you've heard the click), close the inner and outer doors together and the column will reset.
13. Re-install the motor cover and phillips screw.
14. Power the machine up.
15. You must **TEST VEND** the motor at least once to clear the ER message and reset the machine. **SEE TEST VEND INSTRUCTIONS.**
16. Call Cott at (800)662-9225, option 1 for assistance and to report results of troubleshooting.



MODEL: VENDO 600



Error Codes

Error Code	Action	To Remove Error Code
ay with both doors open and separated)		
"NONE"	No Action Needed	No Error Code to Remove
No Reported Errors		Control will automatically go to total historical vends.
"ER-1"	Press MODE switch 1 time to identify Jammed	Remove cause of motor jam and TEST vend all columns
Jammed Column	Column(s)	vended by that motor. *
"ER-3"	Remove the error code and close the door	While ER-3 is displayed, PRESS the MODE button. Then, PRESS and HOLD any selection switch for 15 seconds.
Door Left Open 1 Hour		
"ER-4"	Press MODE switch 1 time to identify the Stuck	Automatically cleared when stuck switch is repaired.
Stuck Selection Button	Switch(s)	Switch usually requires service technician to repair.
"ER-5"	Press MODE switch 1 time to identify:	"CCO" - Replace Changer
MDB Changer Error	"CCO" = Coin Changer Communication	"TUBE" - Add Coins to Changer
(Valid only with	"TUBE" = Coin Tubes Low	"ICB" - Check for Coin Jams
MDB interface)	"ICB" = Inlet Chute Blocked	After repair, PRESS any selection switch for 2 seconds while ER-5 is displayed.
"ER-6"	Press MODE switch 1 time to identify:	After repair, PRESS any selection switch for 2 seconds while ER-6 is displayed.
MDB Changer Error	"ESC" = Excessive Escrow Attempts	
(Valid only with	"JA" = Coin Jam in Changer	
MDB interface)	"LO" = Low Coin Acceptance Rate/Slug	
"ER-8"	Press MODE switch 1 time to identify:	Use Space to Sales troubleshooting guides to fix the problem.
Space to Sales Error	"SS" = Unassigned Switch(s)	
or display reads "SOLD OUT"	"UA" = Unassigned Column (5.1 only)	
without any errors	"DA" = Double Assigned Column (5.1 only)	
"ER-9"	Press MODE switch 1 time to identify:	After repair, PRESS any selection switch for 2 seconds while ER-9 is displayed.
MDB Bill Validator Error	"BOPN" = Bill Box Open	
(Valid only with	"BS" = Bill Validator Sensor Error	
MDB interface)	"BJ" = Bill Jammed	
	"BILL" = Defective Motor	
	"BRCH" = ROM Checksum Error	
	"BFUL" = Bill Box Full (5.1 only)	
		* See other troubleshooting guides for info on vendor "Modes"

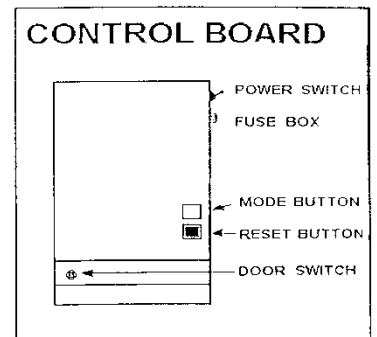
How do I test vend a column without inserting coins?

Try the steps listed below. Please call us at (800)662-9225, option 1.

1. Open the outer door of the machine.
2. Unlock and open inner door of the machine.
3. Identify the location of the coin changer. To the right of the coin changer is a rectangular sheet metal panel, which covers the control board and has two square holes near the right side. The top hole provides access to the "mode" switch button.
4. Insert your finger through the top hole and push the button with your finger 3 times.
5. The LED display on the front of the machine will display [tESt]
6. Press the #1 selection button to move up and #2 selection button to move down through the columns until the column you wish to test is displayed. (will display CO1 for column 1, CO2 for #2, etc.) Then press the #3 selection button to test the motor.
7. If the column does not test vend, check for jamming. If so, follow the Jammed Column clearing instructions.
8. If no jams are found, your machine may have "Jumped programming". Instructions to clear this are found on the sheet that reads "my machine vends from the wrong columns, or doesn't vend at all out of some columns."



MODEL: VENDO 600



NOTES: _____

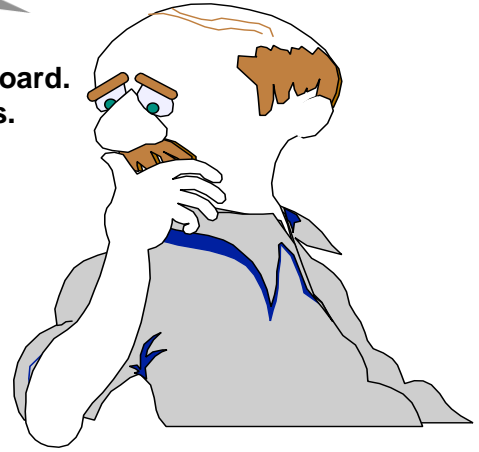
The Cash Pay Out buttons on my changer do not work. What can I do to test the coin tube dispenser?

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

For your model V600 machine

This changer is designed to dispense coins through the control board. It is normal that the buttons on the changer do not dispense coins.

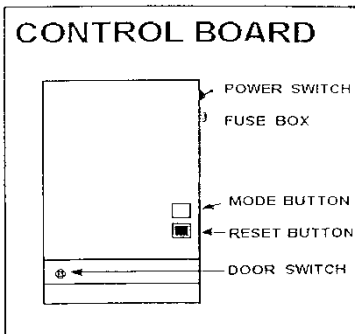
1. Open the outer door of the machine.
2. Unlock and open inner door of the machine.
3. Identify the location of the coin changer. To the right of the coin changer is a rectangular sheet metal panel, which covers the control board and has two square holes near the right side. The top hole provides access to the "mode" switch button.
4. Insert your finger through the top hole and push the button with your finger until it clicks, once.
5. By pressing selection button 1 (on the front of the machine), nickels will drop into the coin return cup.
6. By pressing selection button 2, dimes will drop.
7. By pressing selection button 3, quarters will drop.



MODEL: VENDO 600

When you are finished, simply close the machine and the vendor will return to normal.

Notes:

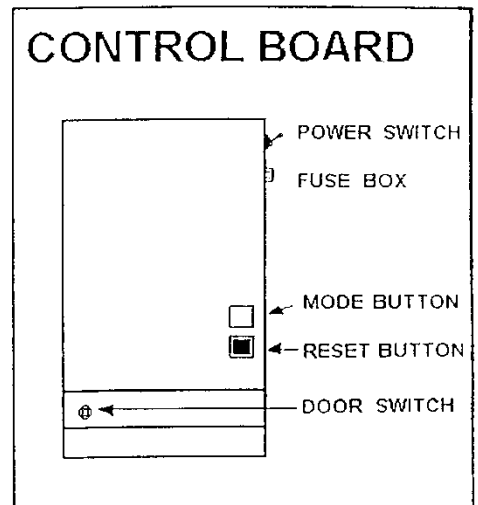
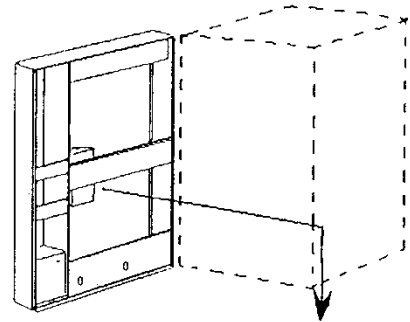


My machine vends out of the wrong columns or doesn't vend at all out of some columns.

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

Space To Sales Setting For Vendo Model 600 Machines

1. Open the outer and inner doors of the machine.
2. Identify the location of the coin changer. To the right of the coin changer is a rectangular sheet metal panel that has two square holes near the right side. The top square hole provides access to the "mode" switch button.
3. Insert your finger through the top hole and push the "mode" button while looking at the LED display on the front of the machine. Push the button until the display reads [SSS].
4. Locate the reset button directly below the "mode" switch button. Press this until the display reads [SSSS].
5. On the front of the machine, press the very bottom vend selection button.
6. The display should now start to scroll [SL1] then [CO1], then [SL2] then [C02], etc., all the way through to [SL10] then [C10].
7. Once the machine has completed scrolling, close the doors to the machine.
8. Test the machine to ensure the columns are vending properly.
9. Call Cott at 1-800-662-9225, option 1 for assistance and to report results of troubleshooting.

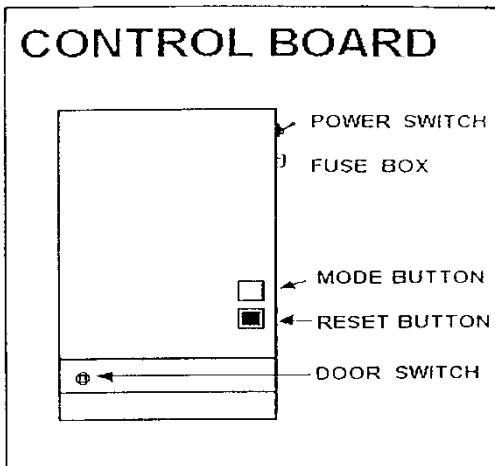


How do I Clear an ER-3 Code, so that I can get my Vend Counts?

1. Open the outer door of the machine.
2. Unlock and open inner door of the machine.
3. Identify the location of the coin changer. To the right of the coin changer is a rectangular sheet metal panel, which covers the control board and has two square holes near the right side. The top hole provides access to the "mode" switch button.
4. Insert your finger through the top hole and push the button with your finger until it clicks, once.
5. Then press any selection button on the front of the machine for 15 Seconds.



MODEL: VENDO 600



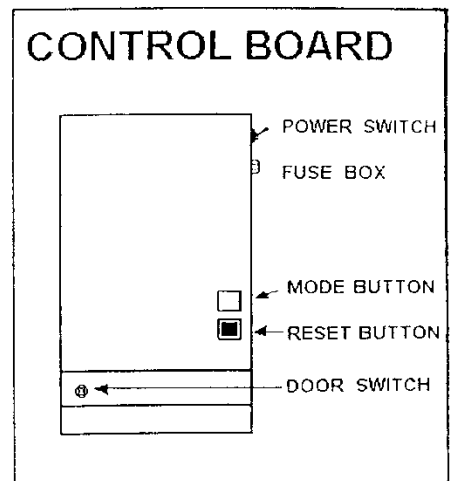
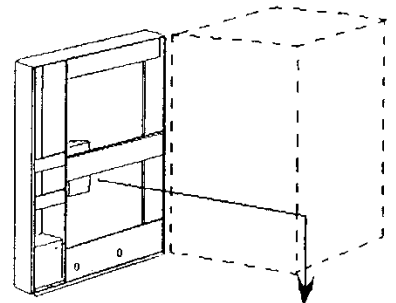
Notes:

**Call (800)662-9225,
option 1 with results.**

**The display does not show the correct price. What can I do to correct this?
Try the steps listed below. If you still have difficulties, call us at (800)662-9225, option 1.**

Procedures to Set the Vend Price on Your Machine For Vendo Model 600 Machines*

1. Open and separate the outer and inner doors of the machine.
2. Identify the location of the coin changer. To the right of the coin changer is a rectangular sheet metal panel that has two square holes near the right side. The top square hole provides access to the "mode" switch button.
3. Insert your finger through the top hole and push the "mode" button while looking at the LED display on the front of the machine. Push the button 4 times; until the display reads [OPTS].
4. On the front of the machine, press the vend selection button that is fourth from the top.
5. If the display reads [2], close the inner and outer doors together. If the display reads [1] then press the fourth selection button again until the display reads [2]. Now close the inner and outer doors together.
6. Re-open the inner and outer door.
7. Press the "mode" button 3 times: until the LED display reads [COST].
8. Press the top selection button and the display will read the current price.
9. Press the top selection button again and hold it. You will see the price start to increase on the LED display. If you release the top selection button and then press it again, the price will decrease on the LED display.
10. Once you reach the desired price, release the top selection button and close the doors to the machine.
11. The machine will now vend at the price you set.
12. Call Cott at (800)662-9225, option 1 for assistance and to report results of troubleshooting.



***Note, these instructions only apply to single-price machines.**

Refrigeration Check List.
Please check the following things and
call (800)662-9225, option 1.
Thank you.



Is the vender cooling? _____

If not, is the evaporation coil covered with thick frost or ice? _____

This coil is found directly behind the can/bottle chute, inside and toward the back of the vender. The can/bottle chute is a sheet metal ramp that the can or bottle rolls down, to the delivery port, when vended.

If so, thaw the unit by unplugging the vender to let the ice completely melt. This may take several hours, up to an entire day.

NEVER use a sharp object to chip the ice away!

After thawing and **BEFORE PLUGGING THE VENDER IN**, check to see if there is standing water on the evaporation tray. _____

The evaporation tray(shelf) is directly under the can/bottle chute. If there is standing water on that tray, you will need to unclog the drain tube opening, located in the middle of the tray. This tube connects the evaporation tray to the condensation pan in the back of the vendor. To unclog the drain tube, use a thin object like a pencil or drinking straw to poke through the drain hole opening in the middle of that shelf pan. (Please be sure the straw or pencil is not left in the drain tube.) Be sure the water drains, and plug the vender back in.

The unit is equipped with a heater to keep the beverages from freezing when the outside temperature drops below 30 degrees. The heater is found to the left of the can/bottle chute, and is a metal unit with a mesh area covering the "U" shaped heating coil.

Is this "U" shaped coil glowing? _____ There is also a yellow light on that heater.

Is that yellow light on? _____

Take a piece of paper, and put it against both the evaporation coil (the one that may have been frosted, behind the triangular can/bottle chute) and the condensing coil (the one you see that looks somewhat like a car radiator, in the very bottom right side, when the door is open). Does the air flow suck the paper up toward the:

Evaporation coil _____?

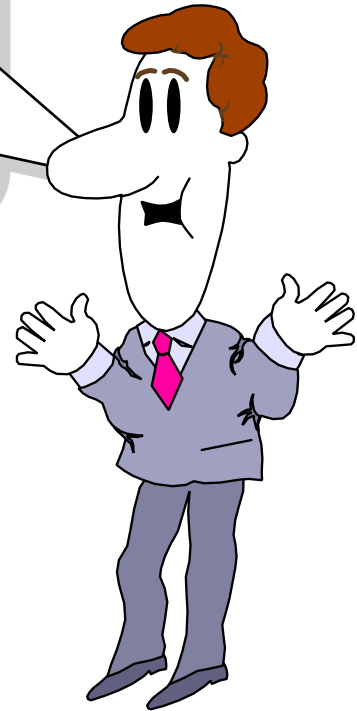
Condensing coil _____?

Keeping the condenser coils (bottom of machine) brushed down to prevent accumulation of dust, and clearing the drain hole opening on the evaporation tray (under the sheet metal, triangular product chute) are the two most important things you can do to at the store, to prolong the life of the refrigeration system & reduce down time from refrigeration problems.



Cott Vending, Inc.

YOUR RETAIL BRAND VENDING MACHINE IS EITHER TOO WARM OR TOO COOL. THE FOLLOWING DIAGRAM AND INSTRUCTIONS WILL SHOW YOU WHERE TO LOCATE THE TEMPERATURE CONTROL UNIT IN YOUR MACHINE AND HOW TO ADJUST THE UNIT. IF YOU HAVE ANY PROBLEMS PLEASE CALL COTT BEVERAGES AT (800)662-9225, OPTION 1 AND WE WILL HELP TALK YOU THROUGH THE PROCEDURE.



TEMPERATURE-CONTROL SETTING

THE CABINET TEMPERATURE IS REGULATED BY THE TEMPERATURE CONTROL, LOCATED ON THE LEFT SIDE OF THE EVAPORATOR. BEFORE ADJUSTING THE CONTROL, BE SURE THE REFRIGERATION SYSTEM IS WORKING PROPERLY. CHECK THAT THE CONDENSER AND EVAPORATOR FANS RUN FREELY AND DO NOT MAKE EXCESSIVE NOISE, WHICH MIGHT INDICATE AN OBSTRUCTION TO THE FAN BLADE. THE EVAPORATOR AND CONDENSER GRILLS SHOULD BE CLEAN AND FREE FROM DEBRIS. IN ADDITION, CHECK THE CONDITION OF THE DOOR GASKET, TO ENSURE A PROPER SEAL ON THE CABINET.

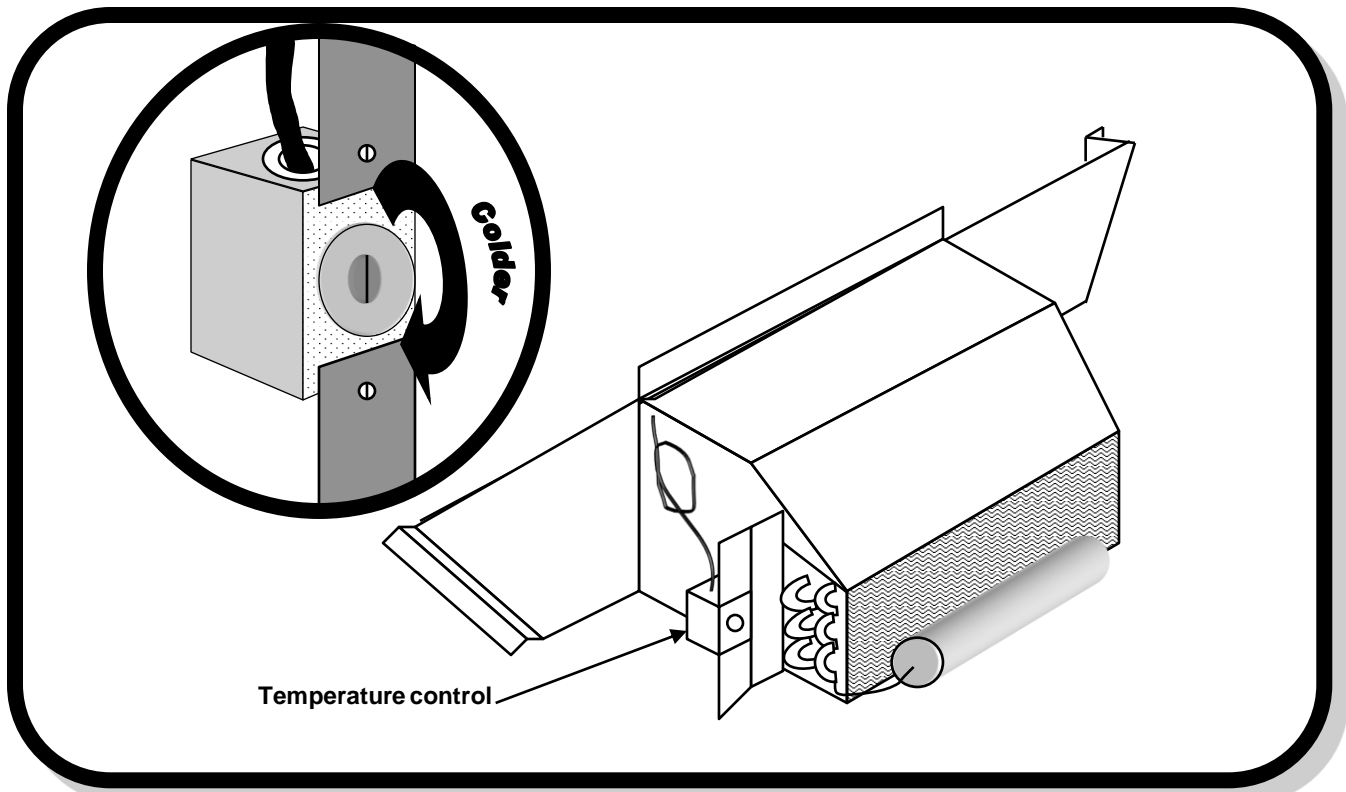
TO ADJUST THE CABINET TEMPERATURE COLDER:

TURN THE TEMPERATURE CONTROL ADJUSTMENT SCREW CLOCKWISE.

TO ADJUST THE CABINET TEMPERATURE WARMER:

TURN THE ADJUSTMENT SCREW COUNTER-CLOCKWISE.

THE CABINET TEMPERATURE WILL CHANGE 6 DEGREES FOR EVERY 1/4 TURN OF THE SCREW.



**The cooling coils are icing over.
What should I look for?**

1. Defrost the machine by unplugging it. (It may take up to 24 hours.)
2. Make sure the rubber door seal is not obstructed when closing the door.
3. Check for an outdoor heater (rectangular metal box under can chute with a horseshoe shaped heating element). The heater should only be on when the machine is outdoors and the temp. is below 32 degrees. The orange light on the heater should NOT be lit.
4. Make sure there is no standing water in the machine. There is a drain just left of center towards the front of the machine under the can chute. If it becomes clogged the water will accumulate in the cabinet. The excess moisture will cause the coils to freeze.
5. Check for air flow in the cabinet. There is a fan directly behind the cooling coils. If the fan is not working the coils will freeze. The fan pulls air through the coils, which will create suction at the front of the coils. See if a piece of paper is pulled to the coils. This will help verify sufficient air flow.
6. Please call Cott with the answers to these questions. (800)662-9225, option 1. Thank you.



OUTDOOR
HEATER

