# The Office Deli
# SERVICE and PARTS MANUAL

## INTRODUCTION

Congratulations on the purchase of your vending machine. This vending machine has been designed to give you many years of dependable service. It requires little maintenance and is easy to set up and operate.

## READ THIS MANUAL COMPLETELY

Your vending machine is designed to operate simply and reliably, but to take full advantage of your vendor, please read this owner's manual thoroughly. It contains important information regarding installation and operations, as well as a brief trouble-shooting guide.

## EQUIPMENT INSPECTION

After you have received your vendor and have it out of the box, place it on a secure surface for further inspection. **Note:** Any damages that may have occurred during shipping must be reported to the delivery carrier immediately. Reporting damages and the seeking of restitution is the responsibility of the equipment owner. The factory is willing to assist you in this process in any way possible. Feel free to contact our Customer Care Department with questions you may have on this process.

It is important that you keep the original packaging for your vending machine at least through the warranty period. If your machine needs to be returned for repair, you may have to purchase this packaging if it is not retained.

Once you have your vendor located, we suggest that you keep this manual for future reference, or you can view this manual online at www.seaga.com. Should any problems occur, refer to the section entitled "TROUBLESHOOTING". It is designed to help you quickly identify a problem and correct it.



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<u>**OFFICE DELI SPECIFICATIONS**</u>

The Office Deli is comprised of two (2) units - Snack Unit (OD16S) and Beverage Unit (OD8RD). Installation and setup of these units is explained in the next sections of this manual.

| Machine Description | Snack Unit | Beverage Unit |
| --- | --- | --- |
| Model Number | OD16S | OD8RD |
| Height (in) | 28.5 | 41 |
| Width (in) | 30.2 | 30.2 |
| Depth (in) | 28.5 | 28.5 |
| Volts (V) | 115 | 115 |
| Frequency (Hz) | 60 | 60 |
| Watts (W) | 60 | 360 |
| Current (A)* | 0.5 | 3.0 |

\* - Current draw varies depending on Operating Conditions and Load and are subject to change.

**The Office Deli is designed for use in indoor conditions only. The recommended operating environment is 75° F and 40% RH.**

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## OVERVIEW

This manual covers Installation, Setup, Programming and Service instructions. It is extremely important that this manual be read thoroughly prior to commissioning the OFFICE DELI unit in the field. This will ensure a satisfactory long-term performance.

The OFFICE DELI unit consists of two (2) separate cabinets that are installed together via mechanical means and connected via electrical connections to operate as ONE unit.

The Snack Vendor (OD16S) consists of two (2) trays. The first and second trays have 4 selections each (Tray 1 – B1 through B4, Tray 2 – B5 through B8). The third tray has 8 selections (C1 through C8). The top two trays are normally used for products that are wider such as chips, pastries etc. and the third tray is used for Confectionary items such as candy bars. The Snack Vendor (OD16S) also houses all the payment mechanisms and electronic Vending Machine Controller (VMC) on the right side of the cabinet, as shown in Figure 19. The payment mechanisms, electronic components (such as VMC) and transformer are installed on a vertical shelf that slides out for easy access. The connectors to connect the Beverage Unit (OD8RD) are also provided in this vertical shelf of the Snack Vendor (OD16S).

The Beverage Vendor (OD8RD) is designed with a vertical drop system. The Beverage Vendor also houses the removable Refrigeration System. The cabinet of the Beverage Vendor has a delivery system that has 6 selections for Cans or Bottles. The loading instructions are given in subsequent sections. The refrigeration system is installed at the bottom of the Beverage Vendor and there is a foamed separation between the cabinet interior and the refrigeration system. The installation, setup and functionality of the refrigeration system is explained in the section titled Refrigeration.

## RECEIVING, INSPECTION, UNPACKING AND TESTING

After you have received your Office Deli, inspect all three individual vendor components. **Note:** Any damages that may have occurred during shipping must be reported to the delivery carrier immediately. Reporting damages and the seeking of restitution is the responsibility of the equipment owner. The factory is willing to assist you in this process in any way possible. Feel free to contact Seaga Customer Care with questions you may have on this process. Once you have your Office Deli located, we suggest that you keep this manual for future reference.

The Office Deli Unit is placed on a wooden pallet and stretch-wrapped. Please exercise caution while cutting into the stretch-wrap with a sharp tool such as a utility knife, as it may cause scratch marks on the machine.

The Snack and Beverage Units are boxed in two (2) separate cardboard boxes. The Snack Unit box is placed on top of the Beverage Unit. After removing the stretch wrap, remove the Snack Unit and place it aside. USE EXTREME CAUTION AS THE TOP OF THE BOX IS NOT ATTACHED TO THE BOTTOM OF THE BOX. The top of both the snack and beverage units slide up for removal. Remove the Beverage Unit from its box and place it in the desired vending location. Remove the Snack Unit from its box and place it on top of the Beverage Unit carefully. Please use proper lifting and safety precautions while placing the Snack Unit on top of Beverage Unit.

Open all Unit doors and remove the packing materials. Keys can be found in the white envelope placed in the vend area of the Snack Unit. Remove the tape on the tray levers of the Snack unit. Also remove the protective paper from under each coil as well as ties securing the ends of the coils during shipping. Remove all protective plastic from the window lenses.

Remember: at least two people are necessary to move any of the components of the Office Deli. Follow proper safety standard for lifting and working with electronic/refrigerated equipment.

# INSTALLATION AT A LOCATION

Once the machines have been unpacked and placed in their permanent location, installation involves both electrical connection and mechanical attachment. Tools required: Adjustable wrench and Philips screwdriver. For optimal installation, follow the order of connections as outlined below:

1. **Mechanical Connection between Snack and Beverage Units:**
   The Snack and Beverage units must be screwed together for safety purposes.  Two screws are provided in the white envelope found in the vend area of the Snack unit.  Square the fronts and sides of the Snack and Beverage units. Open the Snack unit door and locate the two holes at the bottom of the unit. Insert both screws and tighten.

2. **Electrical Connection between Snack and Beverage Units and Beverage displayLighting Connection:**
   Remove the Styrofoam insert from the opening in the upper right corner of the beverage unit and save this for reinsertion.  Open the Beverage unit door and locate the beverage main harness and refrigeration harnesses. See Figure 1. Insert harnesses through the opening up into the Snack cabinet, see Figure 2.
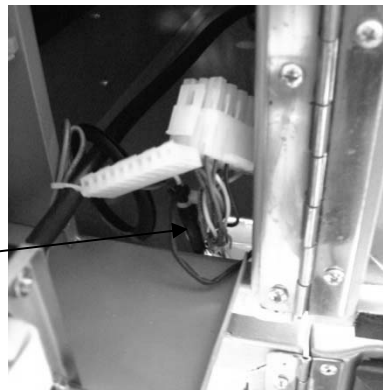
Figure 1 – Beverage and Refrigeration Harnesses

Figure 2 – Inserting Beverage and Refrigeration Harnesses
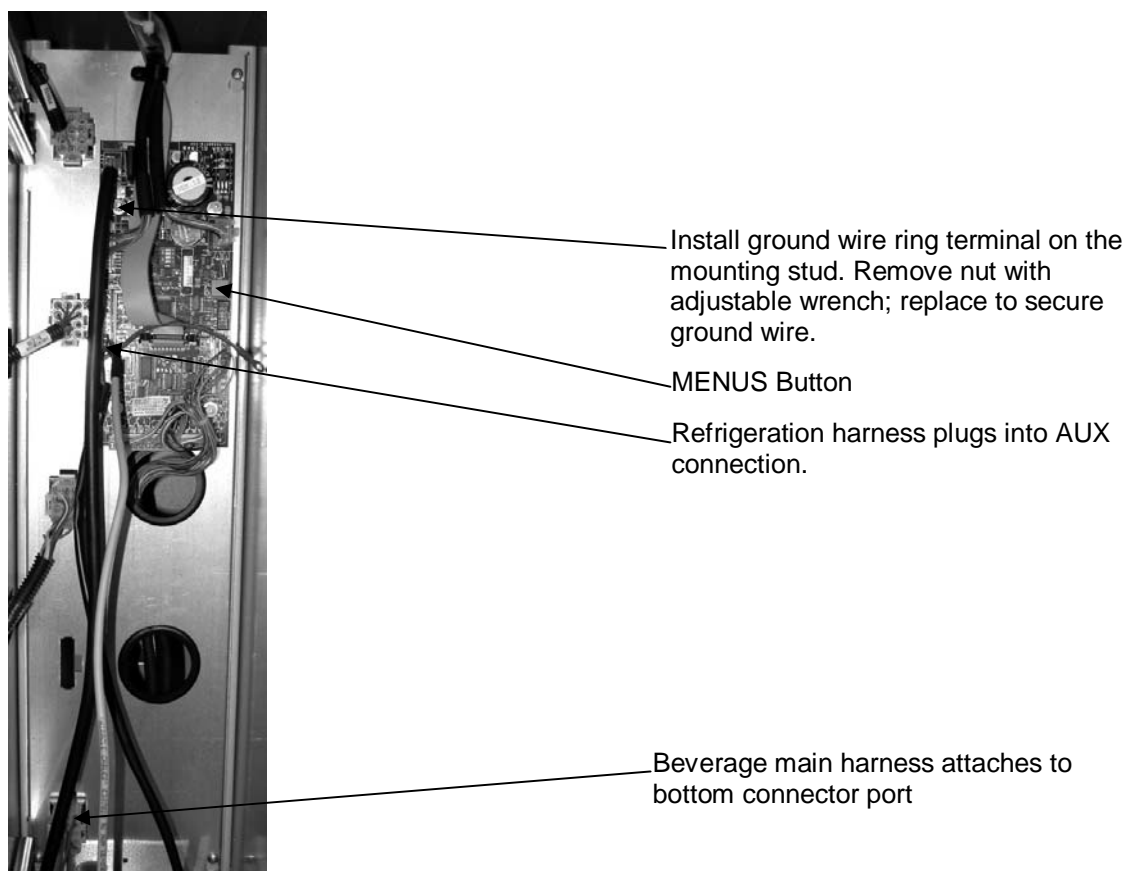
Beverage and Refrigeration Harnesses

Beverage and Refrigeration Harnesses inserted up through Snack Unit

Connect the beverage main harness to Connector #4 and connect the refrigeration harnesses to the "Aux" connection on the VMC. Use an adjustable wrench to loosen the ground mounting nut and install the ground. Secure the nut back on the ground mounting, taking care not to over tighten. See Figure 3.
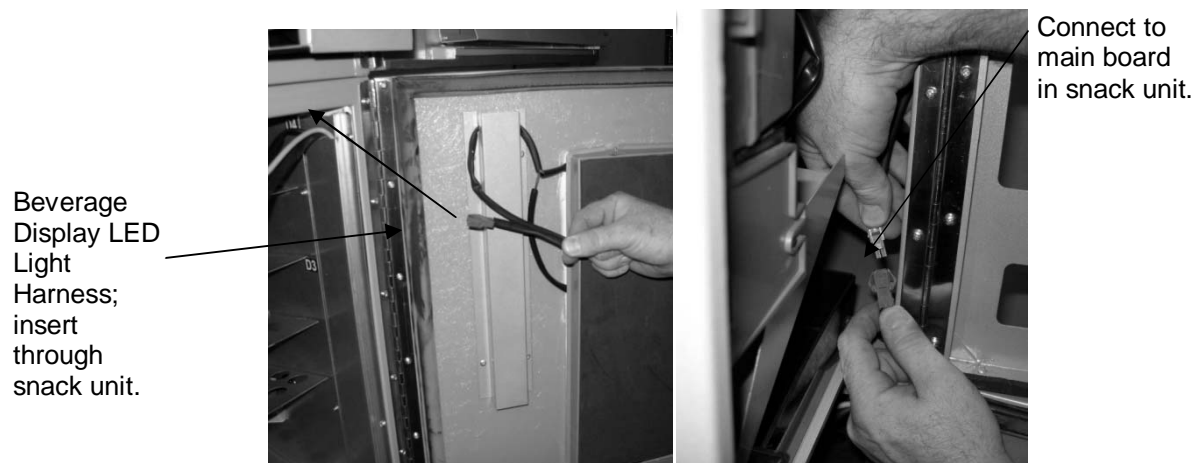
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Figure 3– Making Drink Connections

Install ground wire ring terminal on the mounting stud. Remove nut with adjustable wrench; replace to secure ground wire.

MENUS Button

Refrigeration harness plugs into AUX connection.

Beverage main harness attaches to bottom connector port

The Beverage Unit has a live product display that is lit by LED lighting. Locate the LED Light harness on the inside of the Beverage Unit Door. Insert the LED Light harness up through the Snack Unit as done for the other connections. Connect the LED Light harness to the main board connection as shown in Figure 4.

Reinsert the Styrofoam piece for maximum insulation of the refrigeration unit. (You may have to remove a small piece out of the Styrofoam to accommodate the harnesses.)

Figure 4 – Beverage Display LED Light harness connection in Snack Unit

Beverage Display LED Light Harness; insert through snack unit.

Connect to main board in snack unit.

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# LOADING PRODUCT TRAYS

Open the front door of vendor, and lift up the plastic lock lever on the right side of the tray to unlock. Holding the lever up, grasp the tray and lift the front of the tray slightly and pull forward. The tray will slide out and then tilt down to make loading of products easier. Load only one product tray at a time (See Figure 5).

Figure 5 – Slide-out product trays

Lift up plastic lock lever

Grasp tray while holding up lever and pull forward
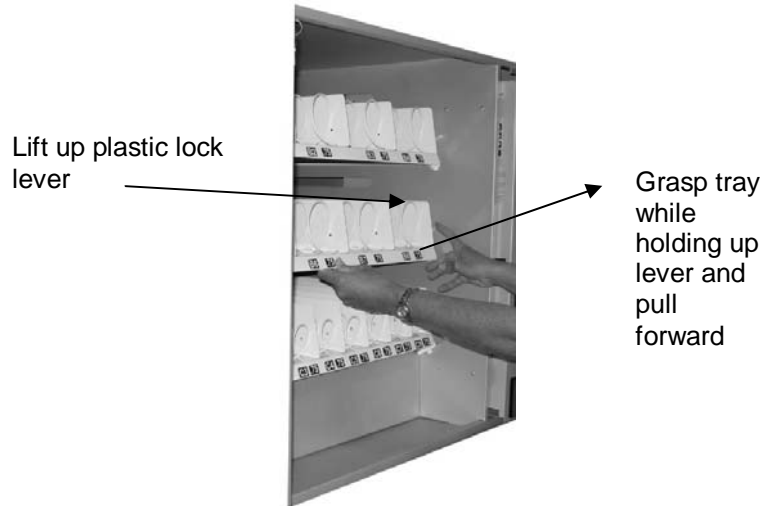
1. To Load Product in Snack Unit:

 a. Pull the desired product tray all the way forward. Product tray will tilt down.
  **Note:** Pull out only one (1) product tray at a time
 b. Place product in proper size coil.
  **Note:** Bottom of product must rest on the product tray and not on the Coil. Load each column from back to front.
  **Note:** Fill all product trays fully; do not leave any spaces behind or between items
 c. Once product tray is fully loaded, lift and push it back in.

Repeat steps a through c until all product trays are fully loaded. Special Note: We suggest that you always partially fill the tray with product and perform at least five (5) test vends. Test vends can be performed easily by entering Service mode and using the test function.

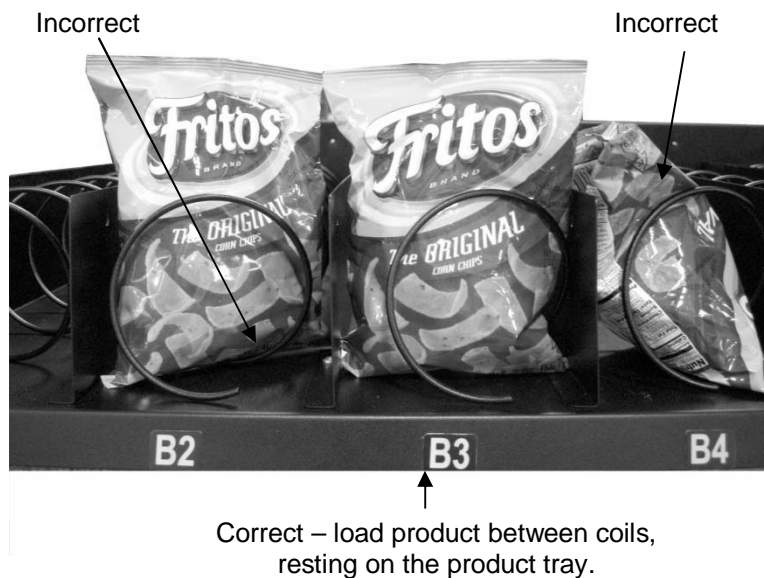Shop at Gumball.com      1-800-260-0010

## PRODUCT LOADING

Snack Unit

Wide products such as Chips bags etc. are loaded in Tray 1 and Tray 2. Narrow products such as Candy bars are loaded in Tray 3. See Figures 6a and 6b.

Figure 67a – Loading Product



Incorrect

Correct – load product between coils, resting on the product tray, never on the bottom loop of the coil.

Coil

Product Tray

Figure 6b – Loading Product



Incorrect

Incorrect

Correct – load product between coils, resting on the product tray.
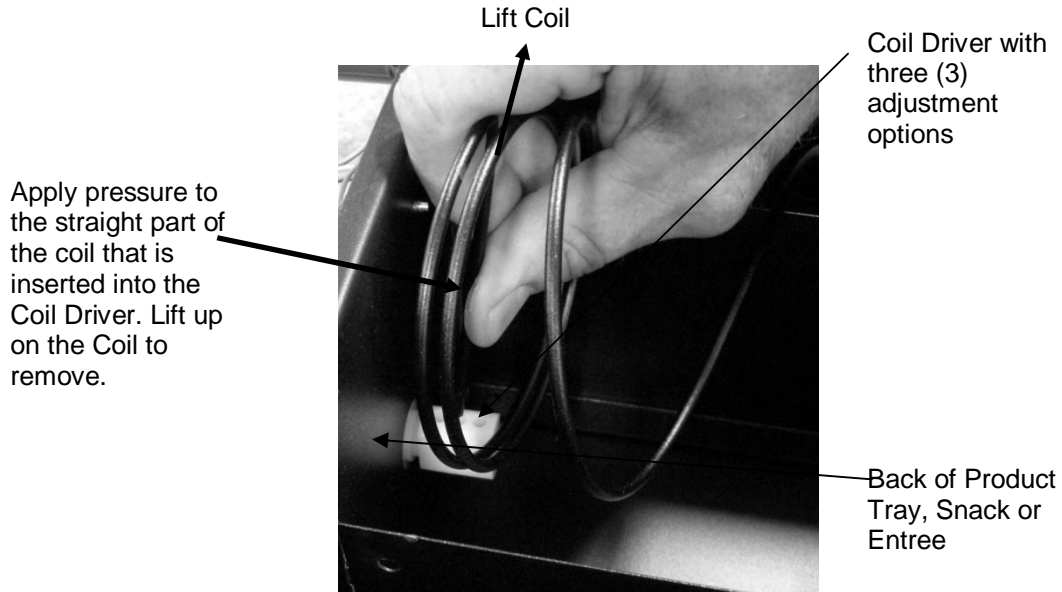
## COIL LOCATION ADJUSTMENT

If you are required by a location to vend a product that does not fit into the standard coil installed, you may need to order a different coil and install it. To replace a coil:

1. Remove the Coil from the Coil Driver by lifting the back of the coil up off the coil driver. You will need to move the bottom of the coil clear of the coil driver to completely remove the coil. See Figure 7.

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2.  Align the new coil end with the front of the tray, which gives the coil better contact with the product. The position of the coil in the coil driver is adjustable to assist you in aligning the new coil at the front of the tray. See Figure 7.
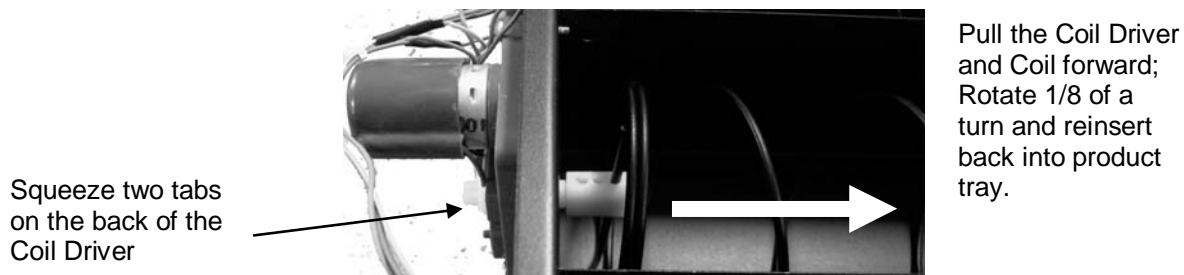
Figure 7 – Removing and Aligning a Coil

Lift Coil

Coil Driver with three (3) adjustment options

Apply pressure to the straight part of the coil that is inserted into the Coil Driver. Lift up on the Coil to remove.

Back of Product Tray, Snack or Entree

If you are experiencing vending issues with certain products, you may need to adjust the coil rotation to better provide the momentum to push the snack off the tray and into the delivery area. To adjust the coil rotation:

1.) Squeeze the two tabs on the back of the coil driver and pull the coil driver and coil toward the front of the tray to remove it.
2.) Turn the coil clock-wise 1/8 of a rotation.
3.) Reinsert the coil driver with coil attached back into the motor, through the back wall of the tray.
4.) Load the tray and perform at least 5 (five) test vends to insure a proper vend.
5.) If the item does not vend consistently, repeat another 1/8 of a rotation until you are confident of consistent vend function.

Figure 8 – Coil Rotation Adjustment

Pull the Coil Driver and Coil forward; Rotate 1/8 of a turn and reinsert back into product tray.

Squeeze two tabs on the back of the Coil Driver

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# BEVERAGE UNIT

The Vertical Drop Columns in your machine use an Auger that rotates counter-clockwise to drop the drink into the Product Bin. The columns employ the use of a combination of metal Shims to hold the front-most product from dropping during the first vend. On the second vend, the Auger rotates counter-clockwise further and allows the front product to vend. A third rotation occurs only if the column is set for cans. The combination of Auger, Shim(s) and Rear Spacer position allow for different sizes and types of product packaging.

To control the rotation of the Auger, there is a Home Switch located behind each vertical drop column motor. There are Cams installed on the front of each auger, one for bottles and one for cans. The lobes on these cams determine the stopping point of the Auger for each vend.

Figure 9 below is an illustration of the factory default settings for each column. Be aware that each column has been set for specific brands of products in the size listed. Note that columns are marked for "CANS" and "BOTTLES" with labels on the interior beverage door:

Figure 9 – Vertical Drop Columns
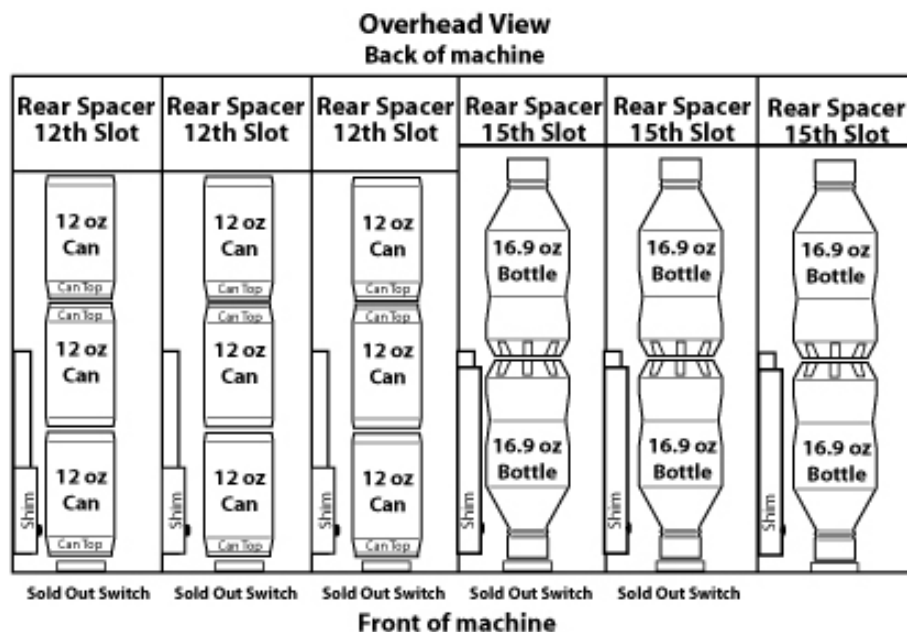


Vertical Product Columns – Load products horizontally (laying down)

1.) For most bottles, place top of the first bottle against the front of the column, making sure the Sold Out Switch is depressed. Place the second bottle to the rear of the column, facing the bottom of the bottle with the bottom of the first bottle. See Figure 9. Load 12 oz. cans bottom to bottom in the first two positions, then top to top in the back position. Load 16 oz. cans bottom to top. 20 oz. Gatorade bottles are loaded bottom to top.

2.) To adjust the rear spacer, grasp firmly and lift, freeing the spacer from the slots in the column sides. Move the rear spacer to the closest slot to the back of the bottle or can placed in the rear of the column. Insert the bottom left corner first. The gap between the rear spacer and the rear bottle or can must be less than ½ inch. The slots are in ½ inch increments to let you adjust for many sizes of products. Lower the rear spacer into the new position, making sure the spacer is straight vertically.

3.) Finish loading to the top of the column, making sure the items are perfectly horizontal and not tilted or skewed in the column.

*Note: There are many variations of packaging among the beverage brands. These instructions are meant to be a guideline. If you have packaging that isn't mentioned or shown, experimentation will be necessary for a proper vend.*

By adjusting the Shims and/or changing the cams any column can be converted to cans or bottles. Contact Technical Support if you need assistance.

| Product | Size | Type | Rear Spacer | Max Load | Notes |
|---|---|---|---|---|---|
| Coca-Cola and varieties | 16.9 oz/500 ml | Bottle | 19 | 12 | Load bottom to bottom |
| Nestle Chocolate Milk | 14 oz/414 ml | Bottle | 11 | 12 | Load bottom to bottom |
| Pepsi, Diet Pepsi, Mt. Dew and varieties | 16.9 oz/500 ml | Bottle | 20 | 12 | Load bottom to bottom |
| 7 up and Diet 7up | 16.9 oz/500 ml | Bottle | 18 | 12 | Load bottom to bottom |
| Dr. Pepper, Diet and varieties | 16.9 oz/500 ml | Bottle | 18 | 12 | Load bottom to bottom |
| Gatorade | 20 oz/591 ml | Bottle | 15 | 12 | Load caps to front |
| Nestle Water | 16.9 oz/500 ml | Bottle (soft) | 15 | 10 | Load bottom to bottom |
| Monster, Rock Star, etc. | 16.9 oz/500 ml | Can | 7 | 12 | Load bottom to bottom |
| Coca-Cola and varieties | 12 oz/355 ml | Can | 12 | 18 | Bottom to Bottom to Top |
| Frappuccino | 9.5 oz/281 ml | Bottle (glass) | na | na | Do not vend |
| Red Bull, Starbucks Double Shot | 8.4 oz/248 ml | Can | * | * | Kit available from parts@seaga.com |
| Coca-Cola and varieties, Pepsi, Mt. Dew, etc. | 24 oz/710 ml | Bottle | na | na | Do not vend |
| Naked Juice, Fiji Water and other square shaped packaging | 15.2 oz/450 ml | Bottle | na | na | Do not vend |

The shim positions are adjustable in each column and are factory set as shown below.
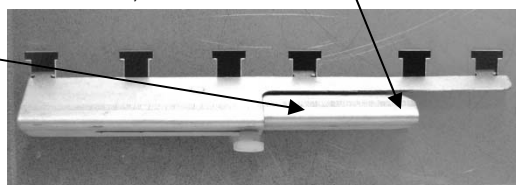
Shim position – 12 oz. cans

Thumb screw
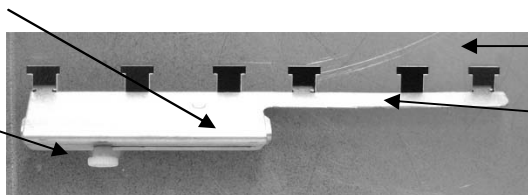
Side Wall

Adjustable Shim

Shim position – 16.9 oz bottles and cans, 20 oz bottles
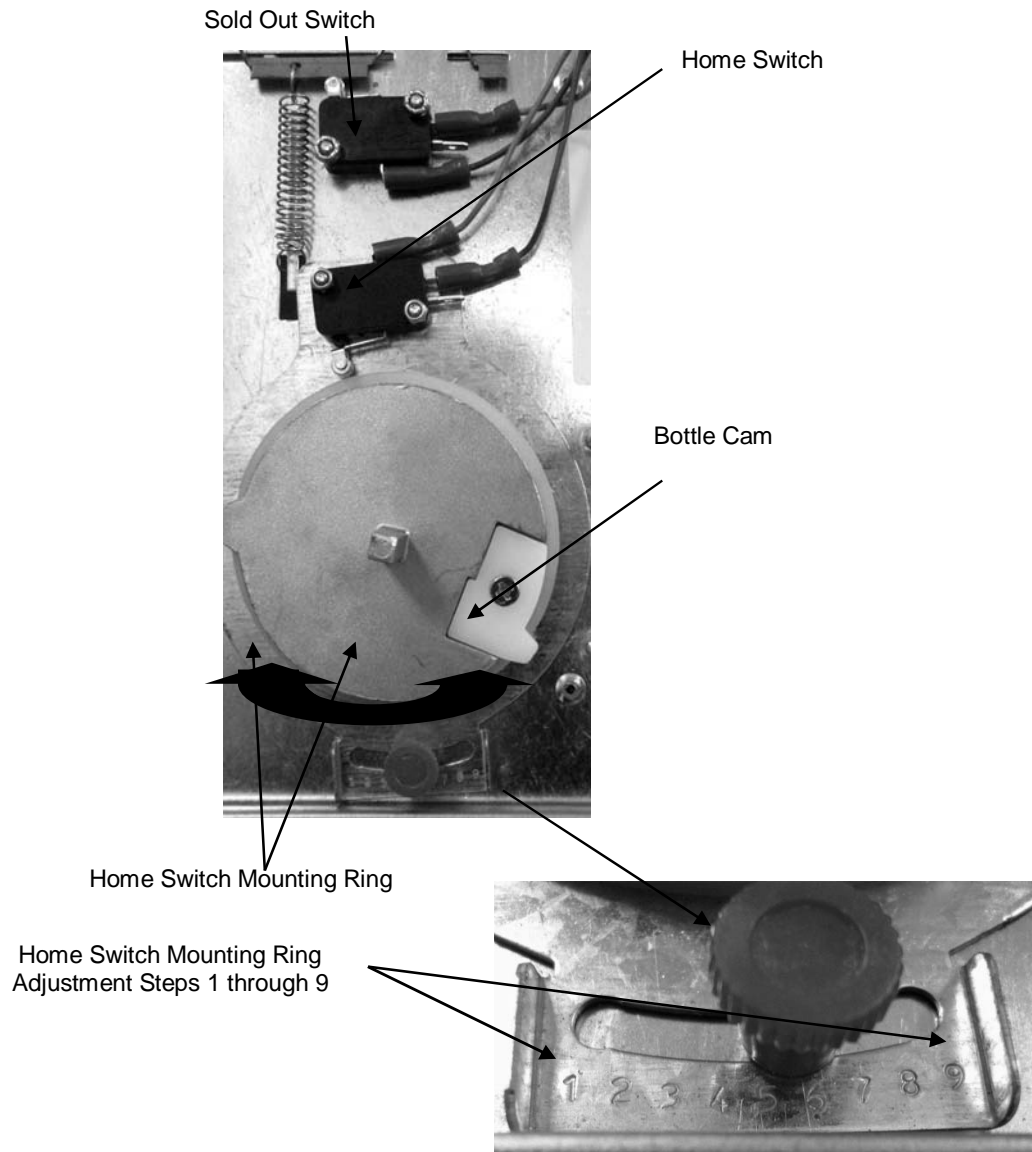
Adjustment Bar

To adjust the shim, loosen the thumb screw ONLY SLIGHTLY and slide the adjustment bar to the correct position. Tighten the thumb screw. Unusually shaped product may take some testing, trial and error to determine the correct adjustment.

Specialty kits are available from parts@seaga.com for Red Bull and other packaging, but are not included.

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## Home Switch Adjustment

Due to variance in product sizes, it may be necessary to adjust the position of the Home Switch. This can be accomplished by rotating the Home Switch Mounting Ring clockwise or counter-clockwise in one step increments to adjust the stop position of the Auger. There are 9 adjustment increments etched into the Home Switch Mounting Ring as shown in Figure 10:

Figure 10 - Front of one vertical drop selection; motor removed



Sold Out Switch

Home Switch

Bottle Cam

Home Switch Mounting Ring

Home Switch Mounting Ring Adjustment Steps 1 through 9

To make adjustments:

1.) With the column empty, test vend the selection to rotate the Auger until the opening faces the 3:00 o'clock position (Figure 11). ***This is the beginning of the vend cycle and the Home position of the auger.***
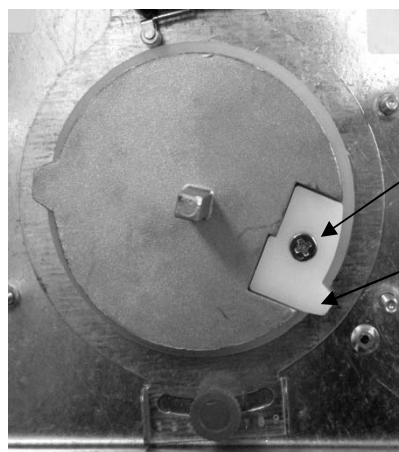
Figure 11 – Auger in Home position with opening facing 3:00
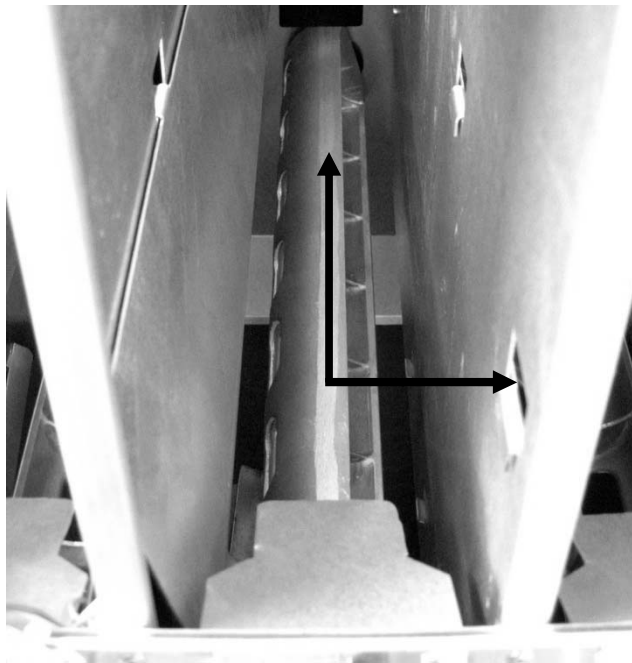


2.) Load a single row of drinks on top of the Auger
3.) Perform a single test vend – if no product drops, the Auger did not turn far enough. Adjust the Home Switch Mounting Ring counter-clockwise one notch only.
4.) If two products drop on the first vend in Step 3, the Auger turned too far. Adjust the Home Switch Mounting Ring clockwise one notch only.
5.) Go back to Step 2, noting that one and only one product should drop. If this is a 12 oz. can column, test three times to insure that all three products drop correctly.

Fill the column to the top and run a full cycle one more time, as the weight of a full column may change the dynamics of the vend operation. If a full cycle vends one product per vend, the column is set correctly

Figure 12– Can Cam and Bottle Cam (Bottle Cam shown Installed on Auger)



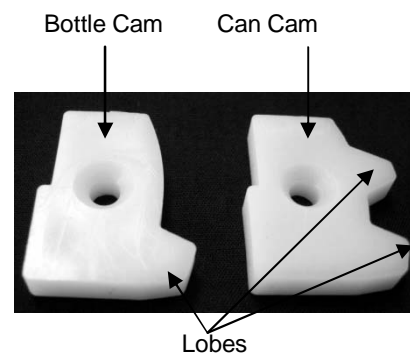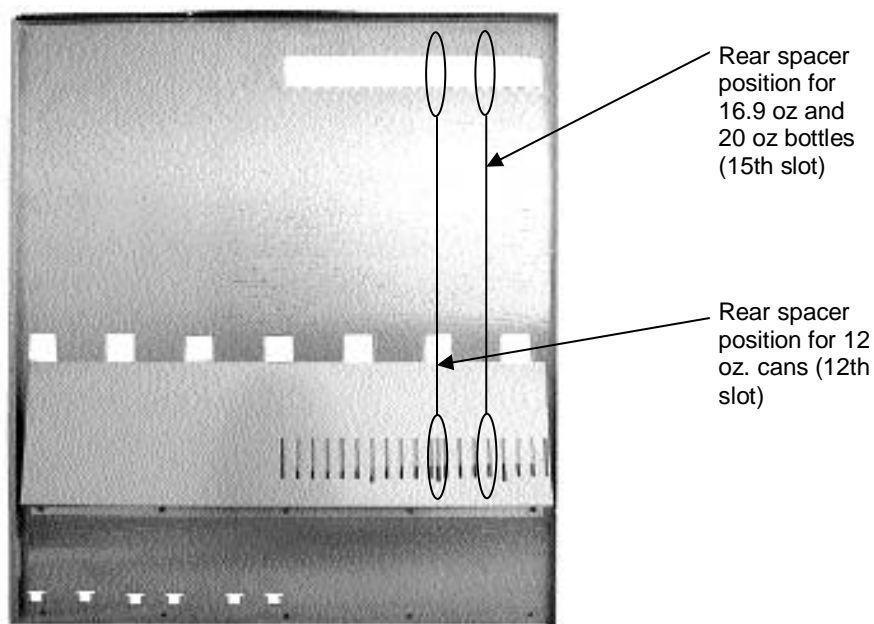Bottle Cam shown installed on Auger.

Lobe

Bottle Cam    Can Cam

Lobes

Figure 13 – Rear Spacer Adjustment



Rear spacer position for 16.9 oz and 20 oz bottles (15th slot)

Rear spacer position for 12 oz. cans (12th slot)

***You may need to adjust due to product height variance.***

Figure 14 - Rear Spacer



Slide remaining hooks into proper slots after Rear Spacer is straight

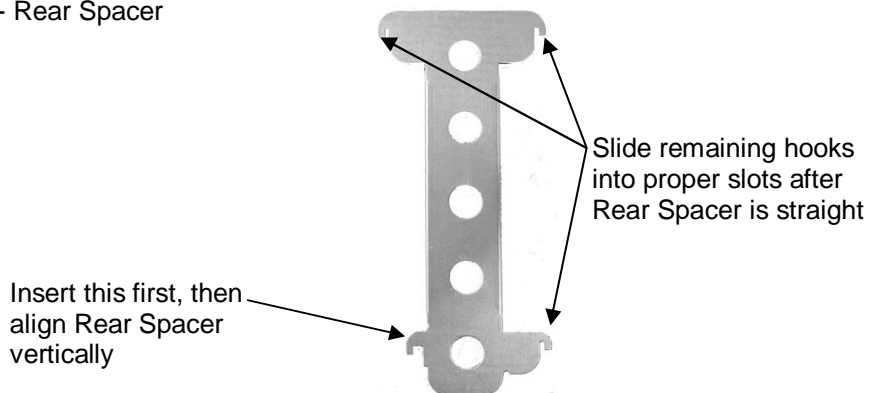Insert this first, then align Rear Spacer vertically

Figure 15 – Removing Vertical Drop Motors and Auger System

Note: Always unplug the vending machine from the wall before replacing any parts.

Remove two fasteners holding in motor/bracket.

Remove Auger by pulling straight out…
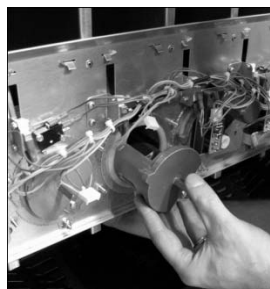
Insure that rear Auger Bushing does not become disengaged from back of column
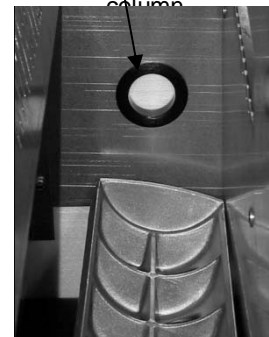


If replacing motor, unplug the wire harness and slide motor off shaft.

If replacing auger, continue with the instruction to the right…

## LIVE DRINK PRODUCT DISPLAY

Your machine has a live product display shelf for the drinks. Take care to use packaging that is in perfect condition and products that are still within their expiration date to present the best possible advertisement to your potential customers. To display your products:

1.) Remove the Drink Display Back Panel by loosening and removing the thumb screws located on either side of the panel.
2.) Place each beverage, in order of selection, in the display window taking care to make them evenly spaced and oriented properly toward the front of the machine.
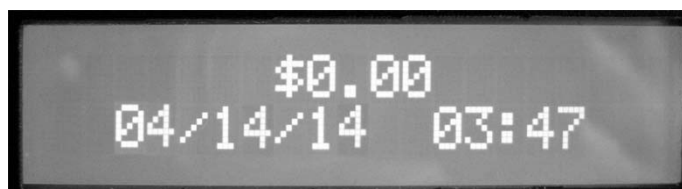3.) Reinstall the beverage back panel.

Note: you may wish to apply double sided tape to the bottom of the drink packages to keep them in place when the door is opened and closed.

## CUSTOMER INTERFACE

Display

The LCD Display (Fig. 16) is a two line, 40 character text display panel located on the front of your vending machine. The display interacts with the customer to show the amount of money entered into the vendor and the cost of their selection among other information as programmed. The display also shows the operator the Service Mode functions for setting the vendor.
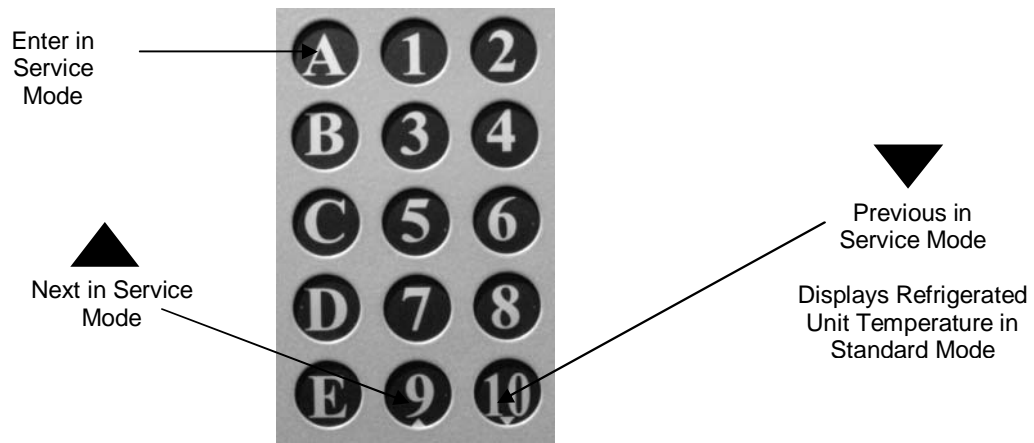
Fig. 16 – LCD Display in Sales Mode



| Display Formats | When in Sales Mode<br>Top Line of Display Reads |
|---|---|
| Normal Operation, no credit available | $00.00 (see Fig. 21) |
| Normal Operation, some credit available | $00.01 – 99.99 |
| After Pressing a selection, if there is no credit or the credit is less than the selection's price, the price of the selection is displayed for a few seconds before reverting to one of the above formats.(If payment is made the display reverts immediately to display the credit available) | Price  $00.01 – 99.99 |
| Free Vend Mode (all prices set to zero) | Free Vend |
| If a selection is out of stock when a selection is pressed – this is displayed for a few seconds | Sold Out |
| All Items out of stock | Sold Out |
| Machine Out Of Order | Out of Order |
| During a Vend (Progress bar, dashes) | -------------- |
| Temperature Display<br>Press the 10 button to display | Temp       nnF |

Date and Time are always displayed on the second line in Sales Mode. If a calorie value is set for a selection, the value will be displayed when the product is vended or when a selection is made without any credit.

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Figure 17 – Keypad in Service Mode

Enter in
Service
Mode

Next in Service
Mode

Previous in
Service Mode

Displays Refrigerated
Unit Temperature in
Standard Mode

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## PROGRAMMING

Service mode is used to program your vending system. To enter service mode, Unlock and open the front door to access the VMC, and press the MENU Button. (Fig. 2 and Fig. 18)

Figure 18 – VMC and MENUS Button



Dip Switches

MENU Button
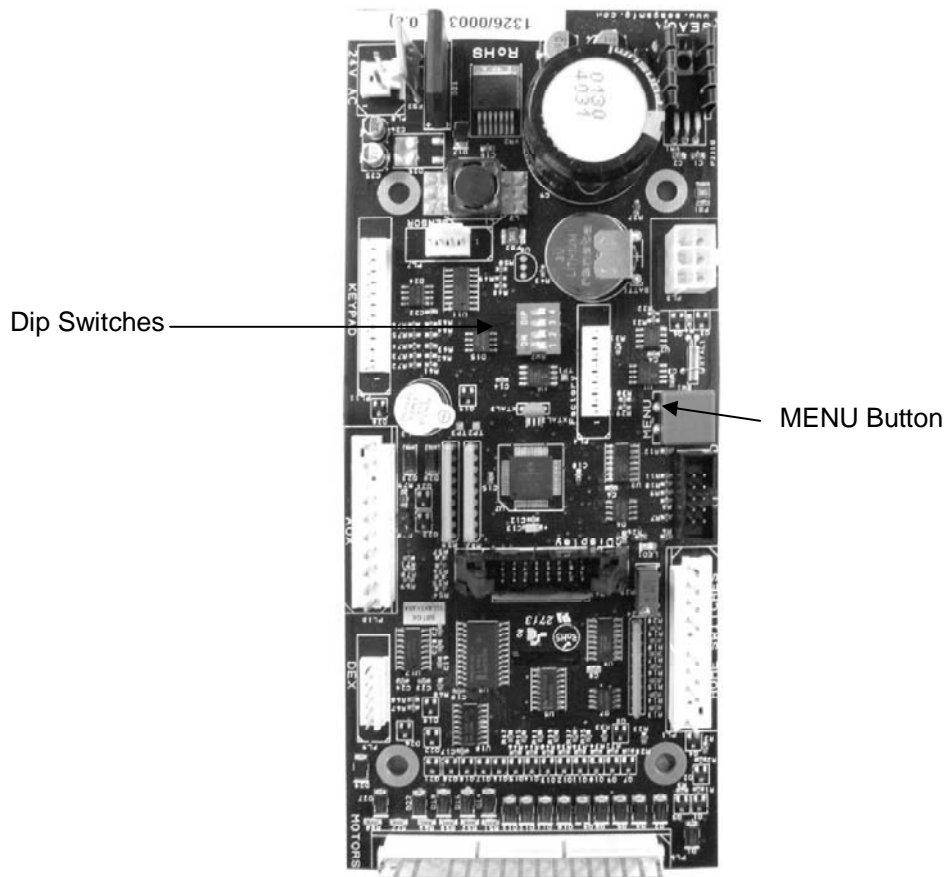
The Dip Switches must be set as shown, with all set in the OFF position:

Figure 18a – Dip Switches

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## SERVICE MODE

The operation of the machine can be adjusted by entering service mode by pressing the MENUS button on the VMC circuit board and then accessing the appropriate operation. Price setting, audit display and operating modes can be read and adjusted from here. The user can also perform tests on the machine through this mode. Note: any Credit will be cancelled on entry to Service Mode.

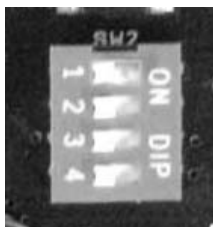The Vending Machine Controller (VMC) will remain in service mode as long as the user keeps using the keypad to move through the various service mode MENUS. The VMC will automatically exit service mode and return to sales mode if the user is inactive for more than 60 seconds.

When you exit service mode, the installed firmware version will be shown on the display for three seconds, then the controller will revert to sales mode.

### Navigation

Use the up and down arrows on the keypad to scroll through the menus.
Use any other key but the up and down arrows (9 and 10) to Exit the Menus.
The 10 key functions as zero (0) in certain menus such as date, pricing, etc.
The operation of the machine can be adjusted by entering service mode by pressing the MENUS button on the VMC circuit board and then accessing the appropriate operation. Price setting, audit display and operating modes can be read and adjusted from here. The user can also perform tests on the machine through this mode. Note: any Credit will be cancelled on entry to Service Mode.

The 9 key will serve as the "next" or "up arrow" in Service Mode.
The 10 key will serve as the "previous" or "down arrow" in Service Mode.

**Operation**

Most of the menu items are single key stroke to change or turn on. Note that a single beep will confirm your keystrokes. This cannot be turned off in Service Mode but can be turned off for Sales Mode (see Menus function #5, Sound On/Off).

1.) Enter Service Mode by pressing the MENUS Button on the VMC Circuit board.
2.) Each Service Code can then be accessed using the **9** (Next) or **10** (Previous) buttons to scroll through the menus in sequence:

| | |
|---|---|
| 1. AUDIT | Displays       Audit -- |
| 2. PRICES | Displays       Prices -- |
| 3. TEST MODE | Displays       Test Mode-- |
| 4. CONTROL MODE | Displays       Control Mode: ** <br> Where ** is the current value |
| 5. SOUND On/Off <br> (Sales Mode Only) | Displays       Sound : * <br> Where * is the current state (Off or On) |
| 6. DISPLAY ERRORS | Displays       Display Errors |
| 7. CLEAR ERRORS | Displays       Clear Errors |
| 8. SET CLOCK | Displays       Set Clock |
| 9. PAYMENT DEV | Displays       Payment Dev: n <br> Where n is the current setting |
| 10. HOME & COUNT | Displays       Home & Count ** <br> Where ** is the last count of motors |
| 11. TEMP SET | Displays       Temp Set: ** <br> Where ** is current state |
| 12. Health and Safety Mode | Displays       H & S: ** <br> Where ** is current state (On/OFF) |
| 13. Symbol | Displays       Symbol: ** ***** <br> Where ** ***** is current setting |
| 14. Calories | Displays       Calories -- |
| 15. Exit Menus | Displays       Exit menus |

Exit Service Mode by scrolling to the Exit Menus option using the 9 or 10 key on the keypad and the A key as the Enter function to return to Sales Mode. You can also wait for the service mode to time out automatically if there is no activity for 15 seconds. NOTE: Test Mode does not time out.

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## AUDIT

Within Audit readings can be taken from the Display with regards to cash taken, and number of products vended. The following details can be obtained on the Display.

| | | |
|---|---|---|
| 1 | Total Cash IN : (up to 99999999) | |
| 2 | Total Product Sales Value: (up to 99999999) | |
| 2 | Total Count of Free Vend Tokens : (up to 49999) | |
| 4 | Total Coins IN : (up to 99999999) | |
| 5 | Total Cash Out : (up to 99999999) | |
| 6 | Total Bills IN : (up to 99999999) | |
| 7 | Total Card Payment : (up to 99999999) | |
| 8 | Total Manual Dispensed amount: (up to 99999999) | |

Note: No decimal will be displayed in this mode, but one is implied before the last two digits.

**Selection** (example B2)
> Display the total number of individual vends of that selection (up to 49999)

> Press the Scroll buttons (9 or 10) until the LCD Displays Audit.
> *You are now in Audit Mode*

> Press button 1 to display the total cash ($/£/€) and (c/p) taken.
> Displays **1:** ******

> Press button 2 to reveal the total sales value
> Displays **2:** ******

> Note:     Decimal values "roll-over" from 99999999 to 000
>           Integer counts "roll-over" from 49999 to 0

## PRICES

1. Press the Scroll buttons (*9 or 10*) until the LCD Displays **Prices**
   *You are now in Price Setting Mode*

2. Make a selection (A1, B1, etc.) to display the current price
   Display shows the row and column and then    **. **

3. Set the price for this selection by entering 4 digits on the keypad. For example, 1.00 should be entered as 0100. The display will then revert to **Prices** when the fourth digit has been pressed. This enables you to move on to the next setting quickly and without having to confirm an entry.

During step 2 Make a Selection phase above, pressing a tray letter twice will set that tray (ex. AA for Tray A, etc.) and pressing any tray letter three times will set all prices. Prices may be set from 00.00 to 99.99. Your machine arrives with all prices set to 1.00 by the factory.

## CONTROL MODE

1. Press the Scroll buttons (*9 or 10*) until the LCD          Displays     **Control Mode : **
   (where ** is current value)
   *You are now in Control Mode*

2. Press Selection Button *1* to *8* to change the Control Mode          Displays     **Control Mode : **

The Control Mode options supported are:

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| Code | Multivend | Forced Vend | Positive Vend Sensor |
|---|---|---|---|
| 1 | No – single vend | No | Off |
| 2 | Yes - multivend | No | Off |
| 3 | No – single vend | Yes | Off |
| 4 | Yes - multivend | Yes | Off |
| 5 | No – single vend<br>Not Applicable for this model | No | On |
| 6 | Yes - multivend<br>Not Applicable for this model | No | On |
| 7 | No – single vend<br>Not Applicable for this model | Yes | On |
| 8 | Yes - multivend<br>Not Applicable for this model | Yes | On |

**Note:** Code 1 is the factory setting

## SOUND (On/Off)

1. Press the scroll buttons (*9 or 10*) until             Displays      **Sound : * Rv 0**
   (where * is **ON** or **OFF**)

2. Press Selection Button *1* to toggle the setting       Displays      **Sound : * Rv 0**

3. Press the scroll buttons (*9 or 10*) to go to the next menu option

**NOTE:** *Insure that Rv0 is the setting at the end of this display, whether the sound is ON or OFF. If Rv1 or Rv2 is displayed instead, to insure proper operation of your machine, use the 6 button to change to Rv0.*

## TEST MODE

1. Press the scroll buttons (*9 or 10*) until             Displays      **Test**

In Test Mode, to operate an individual motor press the ( * ) button followed by the selection you wish to run.
Example (B3) will operate the motor in the 3$^{rd}$ column of the 2$^{nd}$ tray.

In Test Mode, making a selection will operate the selected motor.

Press selection button *1* three times to commence a single test vend on ALL fitted motors.
Press selection button *2* to test the positive vend sensor (if enabled).
Press selection button *3* to test Relay output 1 (Compressor).
Press selection button *4* to test Relay output 2 (Aux/LEDs).
Press selection buttons *5, 6, 7, 8* to display the count of coins in tubes 1-4.

**Note:** Test mode should be used for filling/emptying of a coin changer so that the audit count for the cash remains correct. See Loading Changer section of this manual.

**WARNING : THIS MENU OPTION DOES NOT TIME OUT AFTER 15 SECONDS**

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## DISPLAY ERRORS

1. Press the scroll buttons (*9 or 10*) until the display reads          **Display Errors**

In this mode, press any selection button (other than *9 or 10*) to display error codes in sequence, shown in plain text (**see table of error messages in this manual**)

## CLEAR ERRORS

1. Press the scroll buttons (*9 or 10*) until the display reads          **Clear Errors**

In this mode, press any selection button (other than 9 or 10) to clear all errors – confirmed with a "Cleared" display.

## SET CLOCK

1. Press the scroll buttons (*9 or 10*) until the display reads          **Set Clock**

Note: the A key used in this mode will cancel this menu and return you to the previous menu.

In this mode, press the selection buttons listed below to set the current time, date and day of week:

1.  Time – displayed in a 24 hour clock format as Time : **HH:MM** Press 4 digits in turn to set the time.

2.  Date – displayed as Date M/D:  **MM/DD/YY** Press 6 digits in turn to set the month, day and year. Alternate display displayed as Date D/M:  **DD/MM/YY** Press 6 digits in turn to set the day, month and year.

3.  Day of Week – displayed as  **Sunday .. Saturday** enter a single digit to set the day of week (1 = Sunday, 2 = Monday … 7=Saturday). Note: this must be set as the date is not reconciled with the day of the week.

4.  Asset Number can be recorded in this menu.
    Press 5 digits to set the value.

5.  Serial Number can be recorded here.
    Press 5 digits in turn to set the value.

## HOME & COUNT

1. Press the scroll buttons (*9 or 10*) repeatedly until the display reads          **Home & Count**

In this mode, press any key other than *9 or 10* to home and count the motors. The display will show the row/column being homed. If the selection is OK the count of motors so far is shown, otherwise "Error" is displayed for faulty or non-existent selections.

Note: Any motor not in its Home position will rotate in this mode and products will vend.

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## MDB PAYMENT DEVICES

This mode is where payment devices are turned on and off.

1. Press the scroll buttons (*9 or 10*) repeatedly until the display reads **Payment Dev: \*\***
   (where \*\* is current value)
   *You are now in Payment Device Setting*

2. Press a numeric selection (*1 – 7*) to change the value **Payment Dev: \*\***

The payment device values supported are:

| Value | MDB Coin Changegiver | MDB Bill Reader | MDB Card Reader |
|-------|----------------------|-----------------|-----------------|
| 1 | ON | OFF | OFF |
| 2 | OFF | ON | OFF |
| 3 | ON | ON | OFF |
| 4 | OFF | OFF | ON |
| 5 | ON | OFF | ON |
| 6 | OFF | ON | ON |
| 7 | ON | ON | ON |
| 8 | OFF | OFF | OFF |

Note: the factory setting for this mode is 7.

## HEALTH AND SAFETY

These settings are not applicable for this model.

## SYMBOL

This mode is where the currency symbol is set.

1. Press the scroll buttons (*9 or 10*) repeatedly until the display reads **Symbol: \*\* \*\*\*\***
   (where \*\* \*\*\*\*is current value)

2. Press Selection Button *1* to step through the available currency symbols and **Symbol: \*\* \*\*\*\***
Button **2** to step through the available decimal place settings.

## TEMP SET

1. Press the scroll buttons (*9 or 10*) repeatedly until the display reads **Temp Set \*\***

This menu option allows the temperature settings to be displayed and modified.

**\*\*** shows the current state. On/Off for the zone control and F or C for the temperature scale in use:
   F means Fahrenheit, which is used in the US.

Examples:   **Temp Set On F**   Temp control is ON, temperatures in Fahrenheit

   **Temp Set Off F**   Temp control is OFF, temperatures in Fahrenheit

In this mode, press the selection buttons listed below to set mode and temperature limits

Turn the Temp **ON** – Press 1

Turn the Temp **OFF** – Press 2

Temperature Setting - Press 3 then press 2 digits to set the temperature (00 – 99).

> **WARNING**: the temperature for your vending machine is set to 43° F and tested by the factory. Extreme caution should be used when changing this setting, as you could cause the vending machine to malfunction and void your warranty. Make changes to this setting only under technical support recommendation.

Select Celsius (Centigrade) Temperature Display – Press 5
Select Fahrenheit temperature display – Press 6
 Turn INSTALLER MODE ON – Press 8

## INSTALLER MODE

This mode can be set to allow a user to go through a pre-determined reminder sequence when installing a machine on site. Note: the Escape key does not function in this mode.

**INSTALL MODE <1>**    default display shows the machine is install mode at stage 1.
"9" to continue – goes to stage 2 if a coin changer is enabled otherwise goes to stage 3
"10" to skip – goes to stage 3, warns if any coin tube empty

**COIN FILL      <2>**    stage 2 – allows tubes to be filled
"9" or "10" to continue – goes to stage 4, warns if any coin tube empty

**MOTOR TEST  <3>**    stage 3 – allows motors to be tested
"9" to action "home each motor with 1 turn minimum" then goes to stage 4
"10" to skip – goes to stage 4 without any action

**SHOW ERRORS <4>**     stage 4 – error display – automatically skips to stage 6 if there are no errors after a "NO ERRORS" display for 2 seconds
"9" to action – scrolls through errors then goes to stage 5
"10" to skip – goes to stage 6 without any action

**CLEAR ERRORS <5>**    stage 5 – clear errors
"9" to action – clears errors then goes to stage 6
"10" to skip – goes to stage 6 without clearing the errors

**SET PRICES    <6>**    stage 6 – allows prices to be set – identical to Price Setting Menu. This allows single selection pricing, whole tray or whole machine.
"9" or "10" to continue – goes to stage 7

**END INSTALL   <7>**    stage 7 – process complete
"9" to action – disables "install mode" start up sequence and restarts the unit in normal vend mode
"10" to skip – goes back to stage 1 without any action

If the machine is powered off at any stage the install mode will restart at the beginning.

## ERROR MESSAGES

| Error message | Fault detected | Hard/Soft Fault | Action |
|---|---|---|---|
| Motor Err A1..F10 | Motor A1 .. F10 respectively | Soft | Repair/replace motor or home switch |
| Temp Sensor Err | Temperature sensor error | Soft | Repair/replace temperature sensor or wiring |
| Over Temp | Compressor Temperature sensor error (overtemperature) | Hard | Repair compressor |
| Comp Sensor Err | Compressor Temperature sensor error | Hard | Repair/replace temperature sensor or wiring |
| H & S (n) | Health & Safety error 0 = timeout, 1= temperature | Hard | Check/replace products and reset error by entering menus. |
| Changer Err | MDB Coin Changegiver fault | Hard | Repair/replace Coin Changegiver or disable the changegiver |
| Out of Change | Changegiver Out Of Change | Soft | Fill Tubes |
| System Err (n) | Internal error with sub-code | Soft | None |
| Bill Reader Err | MDB Bill Reader fault | Hard | Repair/replace Bill Reader or disable the bill reader |
| Card Reader Err | MDB Card Reader fault | Hard | Repair/replace Card Reader or disable the Card reader |

**Soft Errors** – unit will continue to operate though failed motors will show as "Sold Out" and be blocked from operation if selected.

**Hard Errors** – the unit is put out of service. This mode can only be cleared via the menus.

## CALORIE SETTING

Note: the A key used in this mode will escape this menu and return you to the previous menu.

Enter calorie information by using Service Code **Calories**.

1.) Press the Scroll buttons (**9 or 10**) repeatedly until the LCD
Displays **Calories**
*You are now in Calorie Value Setting Mode*

2.) Make a selection to display the current calorie value
Displays the row and column and then nnnnn

3.) Enter **5** digits. The display will then revert to **Calories** when the fifth digit is entered, enabling you to continue programming without having to confirm.

# VEND MOTORS

Each Selection is vended by the action of the Vend Motor. The Vend Motors are screwed onto the rear of each Product Tray. In the rare event of a jam, a Vend Motor may need to be returned to its home position.

Figure 19 – Vend Motor



Unplug motor harness

Unscrew two screws

Squeeze to remove coil driver
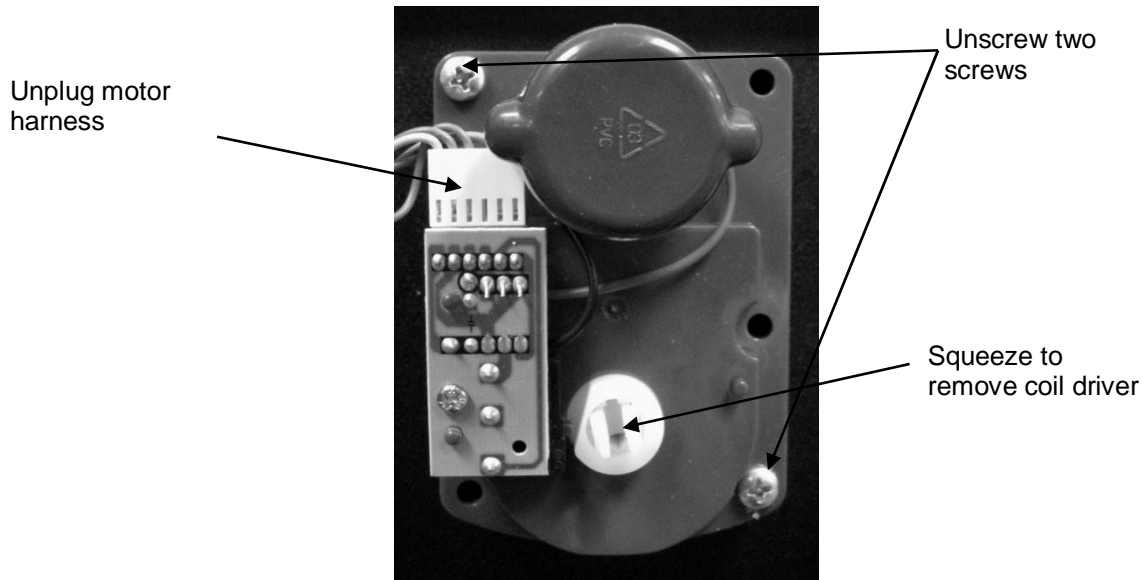
1. To "Home " a Vend Motor
   a. Unlock and open the Front Door to access the Circuit Board, and enter Service Mode by pressing the MENU Button
   b. Enter the Test Mode
   c. Enter the letter and number of the motor you wish to home. The motor will rotate to its home position.

2. To Remove a Vend Motor
   a. Unlock and open the front door
   b. Unlock Product Tray and pull it out fully while keeping it level
   c. Lift Product tray to release from the Track and pull it out

**Caution:** The Product Tray Wire Harness will need to be unplugged prior to complete removal of the product tray. The wiring harness is plugged into the slide-out shelf in the Snack unit.

   d. Remove  Coil from the driver by lifting the front end of the Coil up with one hand pinching the lugs of the shaft. Push the shaft through the back of the vend motor, freeing up the  coil/driver/shaft assembly for removal.
      **Note:** This operation is more difficult with smaller Coils.
   e. Remove the two Phillips head screws that are securing the motor to the product tray.
   f. Disconnect Wires of the Vend Motor, paying close attention to the orientation of the motor plug wire connector.
   g. Replace Vend Motor by repeating above steps in reverse order, making sure you plug the vend motor connector in the same way it was originally. **Note:** Failure to do so may result in vend motor failure.

## PAYMENT SYSTEM

### COIN CHANGER

The Coin Changer receives and returns change to customers. The Coin Changer will accept Quarters, Dimes, and Nickels. The Coin Changer can be set to accept the new Golden Dollar. Once all coin tubes reach the required inventory levels, all other coins will be routed into the coin overflow tray. All Golden Dollar coins will always be routed to the coin box.

### LOADING/PRIMING CHANGER

As change is given to the customer in coins only, it is recommended that you initially load the coin tubes completely full when setting up your machine. In order for your VMC to keep an accurate coin inventory, enter Service Mode by pressing the MENU button and scroll through to Test Mode, and load coins in through the front coin slot, as if you were inserting money to purchase items while Test is shown on the display. Once the coins start dropping into the coin overflow tray, that means that the coin tubes are full and the VMC has an inventory of coins stored and will calculate transactions accordingly. This is also known as priming the changer.
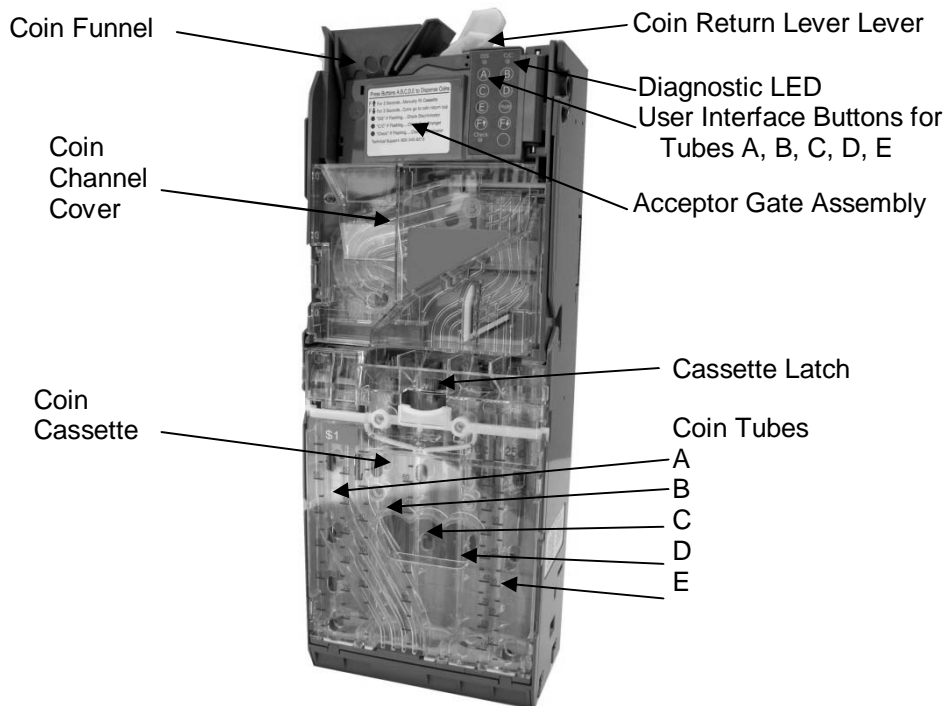
### COIN RETRIEVAL

The Coin Box sits below the vertical shelf. The Coin Box holds all accepted coins except for coins needed to maintain inventory in the coin tubes.

Figure 20 – Vertical Shelf and Components
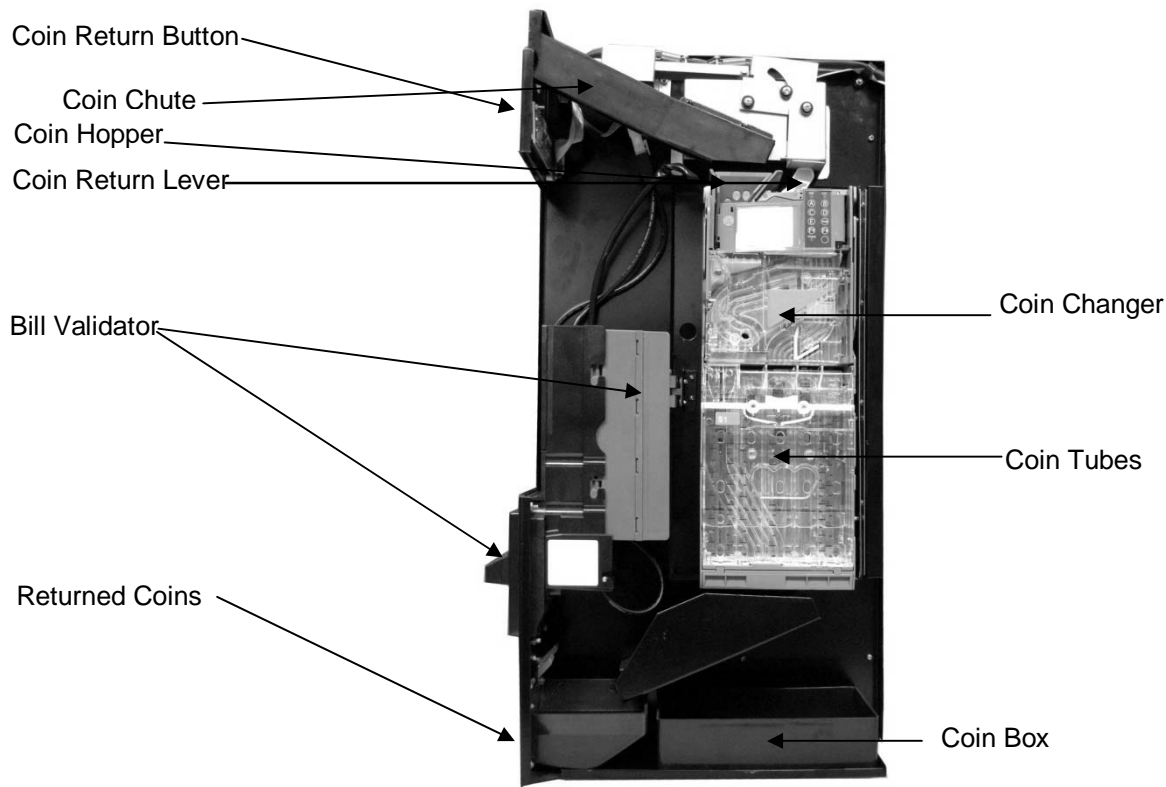


**Note:** You may also physically remove the Coin Cassette to load and unload coins. Note that doing so will not maintain audit totals.

Figure 21 - Coin Changer

Coin Funnel

Coin Return Lever Lever

Diagnostic LED

User Interface Buttons for
Tubes A, B, C, D, E

Coin
Channel
Cover

Acceptor Gate Assembly

Cassette Latch

Coin
Cassette

Coin Tubes
A
B
C
D
E



**CLEARING COIN JAMS**

1. Unplug the machine from the power source
2. Unlock and open the Front Door
3. Open the Acceptor Gate Assembly by pulling forward on the Coin Funnel



4. Check for coin jams in this area. Note: the ramp in this area should also be cleaned on a regular basis to insure trouble-free operation.



Coin Ramp – keep clean

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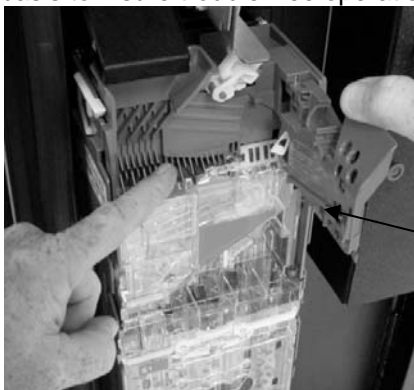
5. Open the Coin Channel Cover by using the tab on the left side to pull forward



6. Check this area for any jammed coins

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## REMOVAL OF COIN CHANGER

To Remove the Coin Changer:
   a.  ***Disconnect the power to the machine – this is very important to avoid damaging not only the coin changer but your VMC. Failure to disconnect power before performing this operation will void your warranty.***
   b.  Remove Bill Box from Bill Validator by sliding the release tab toward the front of the machine and sliding the Bill Box up and out.
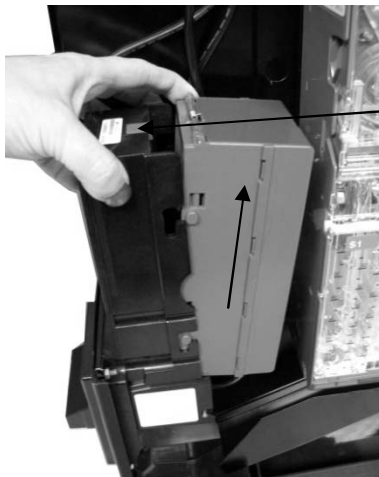


Slide Release Tab and hold;
Slide bill box up and out

   c.  Disconnect the Wire Harness to the changer

Disconnect
Wire Harness



   d.  Lift up on the white lever on the top left side of the coin mechanism
   e.  Tilt the Discriminator assembly forward and lift off main housing. Note: the discriminator will still be attached by a cable.
   f.  Loosen the three (3) Mounting Screws



Push Up

Tilt Out

3 Mounting Holes

   g.  Lift Changer and remove.

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## BILL VALIDATOR

The Bill Validator allows your customers to pay for their purchase with paper currency. Your Bill Validator is installed at the factory, and is set to validate $1, $5 and $10 bills, but will not accept bills if the coin tubes are empty. The Bill Validator verifies, accepts and stores paper currency but change is given in coins only.

## BILL VALIDATOR CAPACITY

The Bill Storage Box will hold approximately 250 bills.

## BILL RETRIEVAL

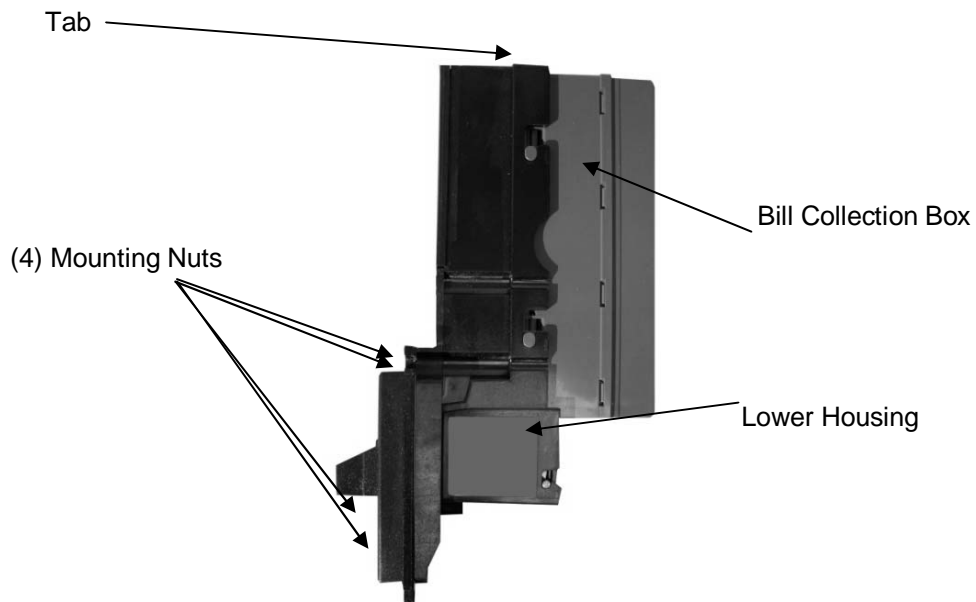The bills your customers spend are kept in the Bill Collection Box.

1. To Retrieve Bills.
    a. Unlock and open the Front Door
    b. Open door located on top of bill collection box and lift out bills



    c. Close top door on bill collection box after bills are retrieved

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Figure 22 – Bill Validator



Tab

Bill Collection Box

(4) Mounting Nuts

Lower Housing

**REMOVING BILL VALIDATOR**

From time to time it may be necessary to remove the Bill Validator for cleaning and clearing jams.

1. To remove the Bill Validator

   a. *Disconnect the power to the machine – this is very important to avoid damaging not only the bill validator but your VMC. Failure to disconnect power before performing this operation will void your warranty.*
   b. Unlock and open the Front Door.
   c. Remove Bill Box from Bill Validator by sliding the release tab toward the front of the machine and sliding the Bill Box up and out.



Slide Release Tab and hold;
Slide bill box up and out

   d. Disconnect Bill Validator from Wire Harness
   e. Remove the Four (4) Mounting Nuts.

Wire Harness

Four (4) Mounting Nuts
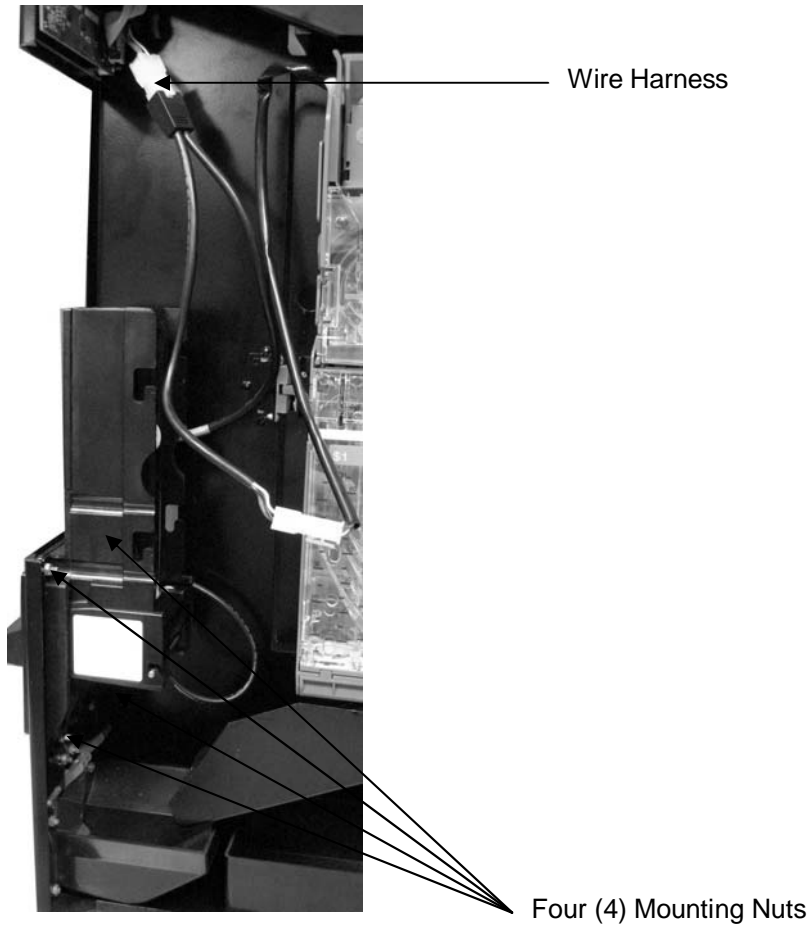
f. Remove Bill Validator

**CLEARING BILL JAMS**

It is possible that a torn or damaged bill can jam within the Bill Validator, putting it out of service.
1. To Clear a Jam.

        a. Remove Bill Collection Box as instructed in Bill Retrieval and inspect for a jammed bill

        b. Remove bill jam, and reassemble

        c. If no jam was found in the Bill Collection Box, lift up on the metal bar at the bottom of the bill validator and pull the lower unit out towards you.
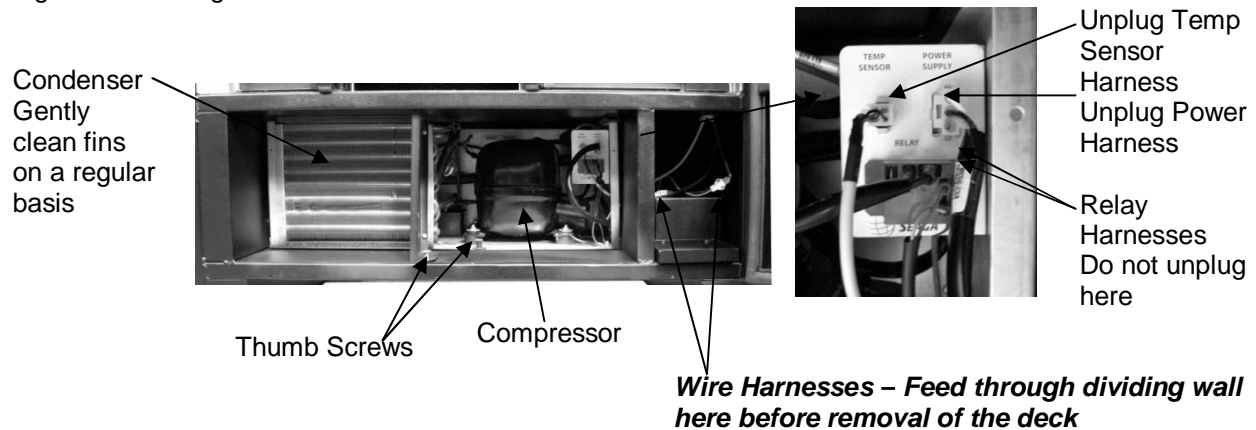


        d. Inspect and remove jammed bill.
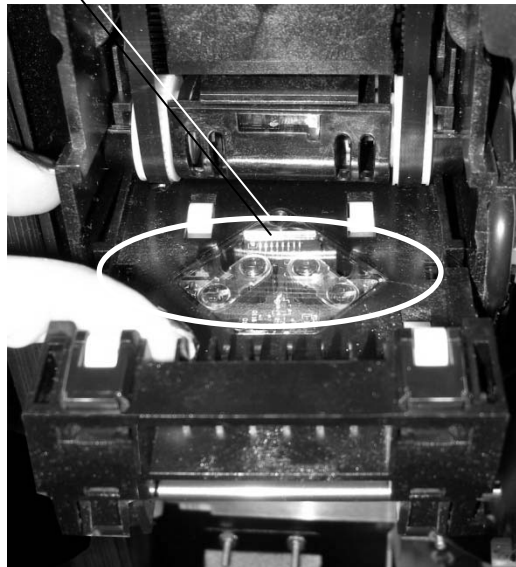


        e.   Replace lower unit to resume normal operation.

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## REFRIGERATION DECK

Your Drink unit incorporates a high efficiency refrigeration system having two air circulation fans to chill the cans and bottles. The refrigeration unit can be easily accessed by opening the Drink unit door and sliding the front grill up and out. Remove the blue thumb screws from the center of the refrigeration deck and unplug the three wire harnesses on the side of the deck (Fig. 23). The refrigeration deck can now be pulled out from the vendor. Please make sure you unplug wire harnesses prior to pulling all the way out. Do not tip the refrigeration deck more than 20° in any direction.

Figure 23 – Refrigeration deck

Condenser Gently clean fins on a regular basis

Thumb Screws    Compressor

Unplug Temp Sensor Harness
Unplug Power Harness

Relay Harnesses Do not unplug here

*Wire Harnesses – Feed through dividing wall here before removal of the deck*

The refrigeration deck is a modular system consisting of Compressor, Condenser, Condenser fan, Evaporator, Evaporator Fan, Accumulator or Dryer, and Temperature Sensor which communicates to the VMC. The temperature is pre-set at the factory for efficient and effective operation.

**Note:** Pressing the 10 key on the keypad in standard mode (not service mode) will display the current temperature inside the refrigerated drink unit.

## CLEANING THE CONDENSER

Dust and dirt restricts good airflow and cooling of the condenser, causing the refrigeration unit to not chill the beverages properly. Remove the front bottom panel of the beverage unit. Brush the dirt and dust from the condenser fins. You can also blow canned air, available at computer and office supply stores, on the condenser or vacuum clean it. Do not damage the fins of the condenser while cleaning. Reassemble the front bottom panel after cleaning.

## REFRIGERATION

Refrigeration is the transfer of heat from one area to another. In the case of this machine we are transferring the heat from the area containing the beverage selections to the outside of the machine and dissipating the heat throughout the room. The more heat we are able to transfer away from the beverages the colder they become.

This process is accomplished by the use of a sealed compressing system using an ozone friendly gas commonly known as R134a refrigerant. The system is comprised of several key mechanical components: the condenser, the evaporator and the compressor. The condenser is located in the lower front left of the machine and it is where the heat is dissipated from the cooling process and blown to the outside of the machine. The evaporator is located inside the machine towards the back of the cooling system underneath the beverage unit section being cooled. Its purpose is to absorb the heat from the drink selections and provide the cool air needed to refrigerate the beverages. The compressor is the heart of the cooling system and its purpose is to provide pressure and circulation of the refrigeration gas.

The refrigeration system is monitored and controlled by several key electrical components. The condenser fan, evaporator fan, temperature sensor, VMC, and the start and overload components located on the side of the compressor. The line voltage from the 115 volt AC outlet in the room is fed to the two fans, the condenser and the evaporator fans, and they run continuously as long as the machine is plugged into 115 volt AC power coming from the wall. The temperature sensor and VMC control the on and off cycling of the compressor. The temperature sensor is located on the back side of the refrigeration deck.
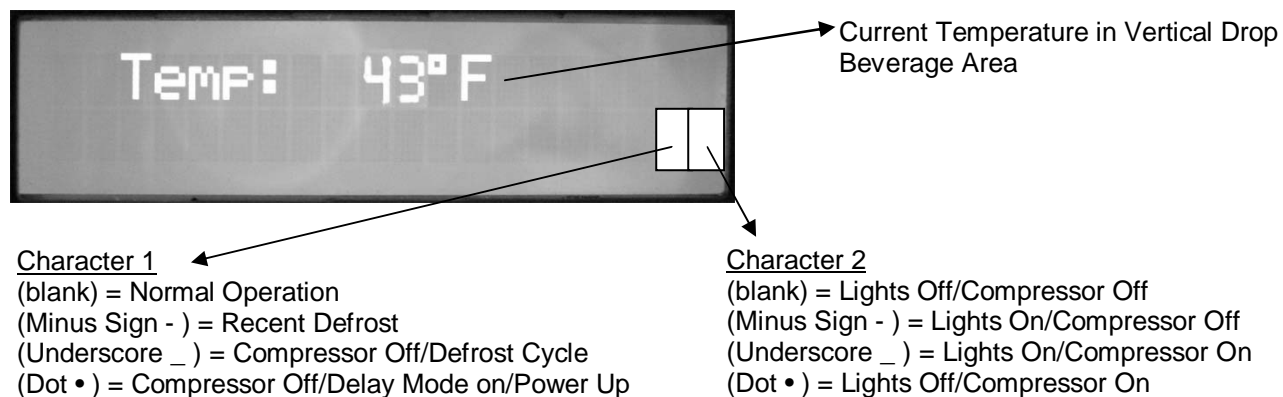
To determine if the compressor system is running it is sometimes difficult due to the fact that the compressor tends to be very quiet. The sound and slight vibration from the fans running can sometimes be mistaken for the compressor running. One way to tell if the compressor system is running is to cautiously place your hand on the compressor to feel if it is warm. <u>CAUTION</u> as it may be hot to the touch. If the compressor is stone cold and stays that way for an extended period of time, you can assume there is an electrical problem in the circuitry or components that operate the compressor. Another way to see if the compressor is running is to feel the air exiting the condenser coils from the front to see if there is any heat.

Any problems with the fans running can also lead to a cooling system failure. In order for any cooling system to operate properly it is most important that all fans are running and that the condenser coil is kept clean and free of any dust, dirt or obstructions.

<div align="center"><u>**REFRIGERATION STATUS DISPLAY**</u></div>

Press the "0" key on the Keypad when the machine is in Sales Mode to display the following indications of the refrigeration system activity on the LCD Display:

Figure 24 – Refrigeration Indicators on LCD Display



Current Temperature in Vertical Drop Beverage Area

<u>Character 1</u>
(blank) = Normal Operation
(Minus Sign - ) = Recent Defrost
(Underscore _ ) = Compressor Off/Defrost Cycle
(Dot • ) = Compressor Off/Delay Mode on/Power Up

<u>Character 2</u>
(blank) = Lights Off/Compressor Off
(Minus Sign - ) = Lights On/Compressor Off
(Underscore _ ) = Lights On/Compressor On
(Dot • ) = Lights Off/Compressor On

# COMMON QUESTIONS AND ANSWERS

*Product prices, payment systems and currency:*

**Q. How high can I set my Prices?**
   A. Each selection can be priced individually up to $99.95. Note: Keep in mind when setting a price that you may have an effect on the Exact Change Only status of your machine.

**Q. Why do the coins I insert reject immediately?**
   1. Insure that the changer harness is connected properly. ***Note: always disconnect power to snack vendor before disconnecting and reconnecting payment system harnesses.***
   2. Insure there is no pressure on the coin return lever located on the changer itself. Slight pressure will cause the changer to automatically reject coins.
   3. Clean changer.

**Q. Why won't the unit take more than 3 - $1 bills, or more than 1 - $5 bill?**
   A. The VMC protects the amount of change in the changer and will only allow the bill acceptor to take bills up to the highest vend price in the machine. For example, if your highest vend price is $3, after inserting 3 - $1 bills or 1 - $5 you will not be able to insert more bills.

**Q. Can customers reach down and help themselves to product?**
   A. No, they can't. The product door is a Triangle shaped flap designed to deter reach and theft. When pushed, the back of the triangle flap will come in contact with the bottom product tray and will become an anti-theft wall to act as a block.

**Q. In the event of a power outage, will I have to reprogram my prices, settings, etc.?**
   A. No, your settings are stored.

**Q. Are the prices preprogrammed at the factory? Is there a default setting for all of the programming functions?**
   A. Yes, the prices are pre-programmed at the factory to $1. However, programming the price settings is a great way to get familiar with your machine while you are in test mode and prior to locating the machine. Your first-hand knowledge will allow you a greater understanding of how the equipment works.

**Q. How often should I clean my payment systems?**
   A. This will depend on how much traffic you have at your machine – the more money inserted, the dirtier the payment systems will become. Clean your payment systems on a monthly basis to begin with. Lengthening the time between cleanings is at your own discretion.

*Drink unit temperature and refrigeration:*

**Q. What type of environment is the equipment designed for?**
   A. The machine is specifically designed for indoor use only. Optimal location temperature is 75° F, with 40% RH. Avoid placing unit in direct sunlight.

**Q. How do I clean my condenser?**
   A. Remove the front bottom panel of the refrigeration unit. Brush the dirt and dust from the condenser fins. You can also blow canned air (available at office supply/computer stores) on the condenser or vacuum clean it. Do not damage the fins of the condenser while cleaning. Reassemble the front bottom panel after cleaning.

**Q. How do I set my temperatures, and what is the factory recommended low and high settings?**
   A. The unit is pre-set by the factory to the industry standard. See Temperature Settings section of the programming information to change the settings.

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**Q. My drink selections are not cold enough. How do I get them colder?**
1. Make a <u>small</u> adjustment to the Temperature Settings on the VMC. This should be done with extreme caution!
2. Clean condenser coil (see Refrigeration section of this manual). The coil should be clean and lint free, if dirt or lint build-up is on coil, this will restrict air flow and cause the compressor temperature to rise above operating temperatures and compromise cooling.
3. Insure condenser fan and evaporator fans are running.

*Note: this should be done with power cord unplugged from wall outlet for personal safety.*
4. Insure you drink vendor is placed in a location that it is designed for, which is indoors only. Outside or non climate controlled environments will compromise cooling.

If further assistance is needed, please contact Seaga Customer Care or a local refrigeration technician.

**Q. My drinks are not cooling at all.**
1. Insure through Service Mode Temperature Settings that the refrigeration is turned on. Insure the unit has power – test wall outlet where the unit is plugged in.
2. Check that refrigeration connections are properly connected.

*Product vending:*

**Q. Why won't my snack selection vend?**
1. Check to insure proper connection is made to vend motor.
2. Go into Motor Home and Count, and choose the selection, this will home the motor if it is out of home. Then follow the steps to Clear Errors.
3. Inspect harness for visual breaks and replace harness if broken wires are found.
4. If above steps fail, switch motor with known working motor.

**Q. Why are vertical columns in my drink unit double vending?**
1. Check bottle diameter to insure the bottle is not too small to vend (should be within 2 ¼'' to 3'' in diameter).
2. Insure shim is properly installed.
3. Run selection in Test Mode and look to see if any error is displayed after vend is made. If error is displayed check wiring to home switch located behind motor. Then follow the steps to Clear Errors detailed in the Programming section of this manual.
4. Check home switch itself for cracks or breaks, replace if necessary.
5. See seaga.com for helpful videos on how to properly load a vertical drop system.

**Q. A product keeps hanging up or getting stuck. What can I do?**

1. The product may be loaded incorrectly in the coil or the product may be in the wrong size coil.
2. Product pushers may help bring the product forward as the coil turns and help the product drop at a more even level.

**Q. How do I install the Product Pushers?**

A. Align the product pusher groove with coil diameter and slide along the coil with triangle pointing towards the front (away from the product). Slide until the product pusher is completely inside the coil with about ½" from the coil end point.

**Q. A selection will try to vend but the product will not come out. What do I need to do?**

A. The most probable answer is that the coil has become detached from the driver. Remove the jammed item and then check to see if the coil is free from the driver. If so, snap the coil back into the driver and then home the motor.

*Display and keypad:*

**Q. Why isn't my display working?**
1. Insure the snack machine is plugged into a working outlet
2. Check the harness connection to the display board. Slide out the shelf that the display is mounted to, look at the bottom of the display board to locate the display harness, press upward on the connection to insure that it is connecting properly. You may need to restart the machine to have the display come back on if connection was not made initially.
3. Check the connection on the VMC labeled display and insure that proper connection is made.

**Q. My Keypad is not working/some selections not working**
1. Check harness connections to the keypad ribbon harness that is located behind the keypad.
2. Inspect key pad for damage caused by selection pressed with foreign objects. Large dents, tears, scratches may damage the membrane and result in failure.
3. Check connection on VMC labeled keypad and insure that proper connection is made.

*Transporting and installing:*

**Q. Do I have to test my equipment before placing it on location? Must I disassemble to transport to the location? Is there a way to do a general check of equipment without full assembly?**
A. We suggest full testing prior to the unit being moved to the location. Why? It gets you familiar with the machine so that you look professional and efficient when at the location setting up the machine. Complete assembly of the machine for testing is required.

**Q. Can the snack and drink machine be transported while attached? Loaded?**
A. The units should never be transported attached. Additionally, transporting with product loaded voids manufacturer's warranty and can damage your equipment. Transport units unattached and empty of product/change only.

**Q. Can I place the drink unit on its side for transport?**
A. Never place the drink machine in any other position but upright. There are numerous components that can be jostled out of place, becoming very problematic for you. Once the machine is set in place, the compressor needs to rest for a minimum of 24 hours prior to running in order for the oils in the compressor to return to their non-threatening position.

**Q. Are the drink shims pre-installed at the factory?**

A. Yes, but they may have moved during shipping and should be reviewed prior to loading.

**Q. Are there different coils that will hold a larger number of products (more product spaces)?**
A. For other coil options, please call Seaga Customer Care.

**Q. My Drink Unit door will not line up & lock. What can I do?**
A. This may be caused by an unlevel machine, perhaps on an uneven surface. We suggest you put all the units together and securely bolt them together as per the instructions. This should resolve any fit issues.

**Q. Should I use a surge protector for the equipment?**
A. A surge protector is a small investment that can save your equipment from less than ideal power situations. We recommend using a surge protector.

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Figure 25 – Snack Unit (OD16S) Parts List
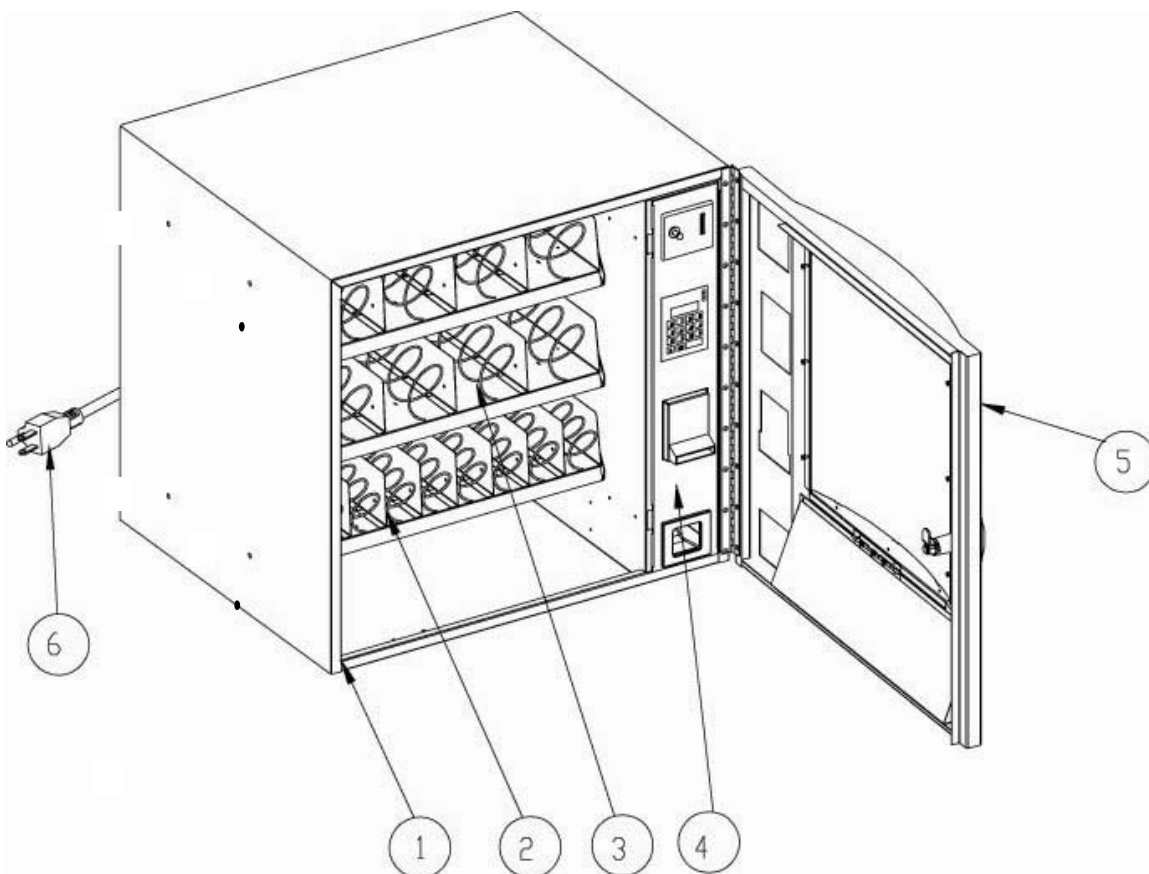


| ITEM | PART NO. | DESCRIPTION |
|:---:|:---:|:---|
| 1 | SA9209 | MAIN CABINET |
| 2 | SA9221 | 8- SELECTION PRODUCT TRAY |
| 3 | SA9222 | 4-SELECTION PRODUCT TRAY |
| 4 | WE9225 | SLIDE-OUT VERTICAL SHELF |
| 5 | SA9215 | DOOR |
| 6 | ELC348 | POWER CORD |

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Figure 26 – Beverage Unit (OD8RD) Parts List
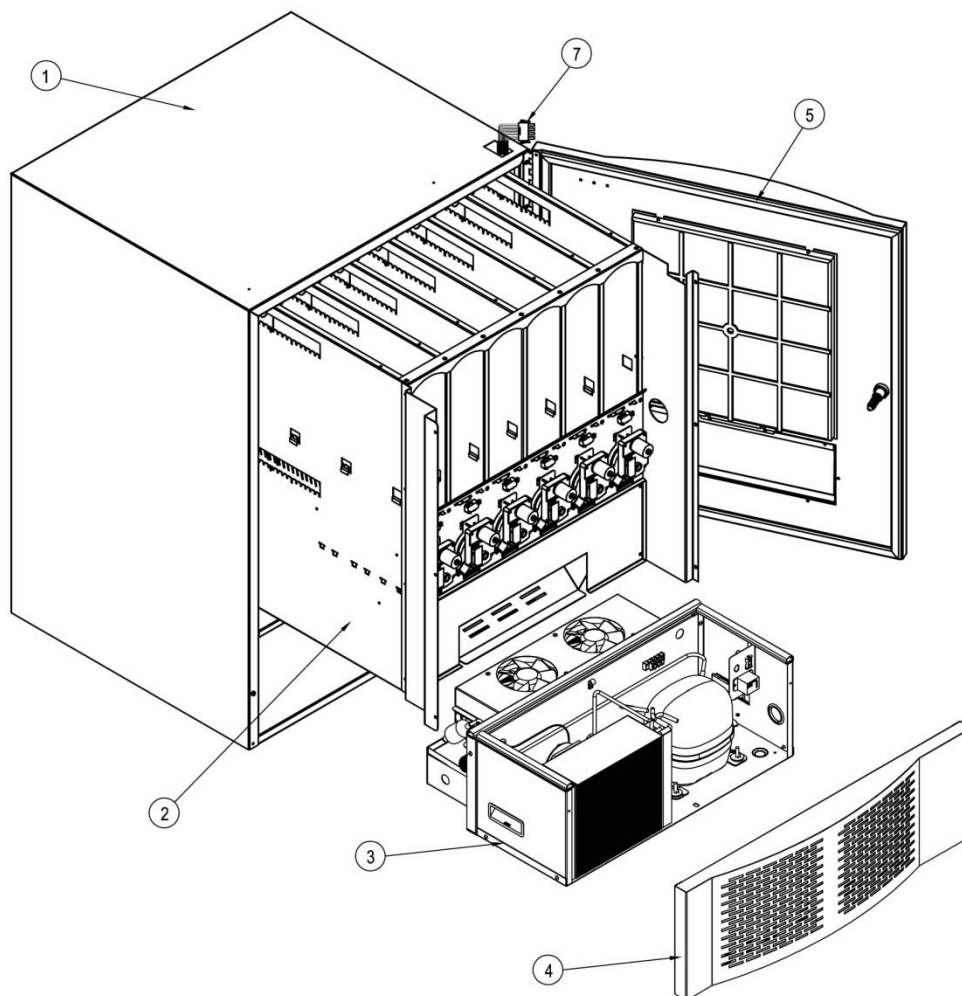


| ITEM | PART NO. | DESCRIPTION |
|:---:|:---:|:---|
| 1 | SA9401 | MAIN CABINET |
| 2 | SA9410 | PRODUCT DELIVERY SYSTEM |
| 3 | REI801A | REFRGERATION DECK ASSEMBLY |
| 4 | WE9410 | FRONT PANEL |
| 5 | SA9420 | DOOR |
| 6 | ELC348 | POWER CORD |
| 7 | ELI460A | MAIN HARNESS BEVERAGE UNIT |

# LIMITED WARRANTY

Seaga warrants to the original purchaser that the equipment is free from defects in material and factory workmanship for a period of one (1) year from date of shipment.

This warranty applies only if the equipment has been serviced and maintained in strict accordance with the instructions presented in the Operator's Manual and no unauthorized service, repair, alteration or disassembly has been performed. Any defects caused by improper power source, poor water quality or pressure, an installed water filtration system not fully functioning, abuse of the product, accident, alteration, vandalism, improper service and maintenance schedules, use of products or ingredients not allowed in the machine, corrosion due to use of non-approved detergents or cleaning solutions, or damage incurred during return shipment will not be covered by this warranty. Further, equipment that has had the serial number removed, altered or otherwise defaced will not be covered by this warranty.

Lighting components, advertising player, glass, paint, decals, fuses, labor and/or installation are not covered by this warranty.

Follow proper maintenance procedures and use of equipment, as described in the Operator's Manual provided on Seaga's web site at seaga.com, which include but are not limited to:

- Cleaning of equipment including regular maintenance
- Proper installation and location of equipment with respect for the indicated temperature and humidity levels
- Proper use of equipment including loading, programming and setup

**THIS WARRANTY IS EXCLUSIVE AND IS GIVEN BY SEAGA AND ACCEPTED BY BUYER IN LIEU OF ANY AND ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ALL WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. ALL SUCH OTHER WARRANTIES ARE HEREBY EXPRESSLY DISCLAIMED BY SEAGA AND WAIVED BY BUYER.** Seaga neither assumes nor authorizes any person to assume for it any obligation or liability in connection with the sale of said unit(s) or any part(s) thereof.

Repair or replacement of proven defective parts is limited to manufacturing defects demonstrated under normal use and service during warranty period. Contact Seaga's Customer Care Department to be assigned a Return Authorization (RA) number. Seaga requires complete information including the serial number(s) of the machine(s), date of purchase and description of the part and/or suspected defect. Seaga may also be contacted, with complete information, by phone: 815.297.9500, by fax: 815.297.1700 and also by email: customercare@seaga.com

Send defective part(s), assembly or complete unit, Attention to the RA Number, prepaid or delivered to:



700 Seaga Drive
Freeport IL 61032

Seaga will repair or replace, at our option, any covered part which meets the provisions herein during the warranty period. It is our discretion to replace defective parts with comparable parts. Seaga reserves the right to make changes or improvements in its products without notice and without obligation, and without being required to make corresponding changes or improvements in equipment already manufactured or sold.

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