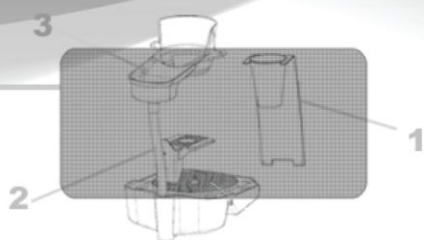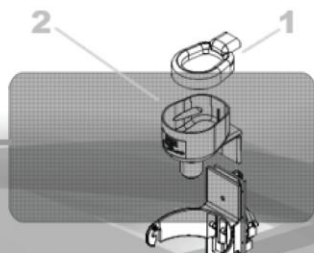# VOCE

Operator's Manual

Congratulations on your purchase of the VOCE freestanding vending machine from Crane Merchandising Systems

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Contents

The following Symbol is used throughout this Operators Manual:

⚠   **Safety First!** Take care, risk of personal injury.

Crane Merchandising Systems accepts no responsibility for damage caused to the equipment through misinterpretation or misuse of the information contained in this manual.

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Introduction

This manual provides you with guidance on the installation, daily operation and basic maintenance of your VOCE freestanding vending machine. Crane Merchandising Systems always recommend that a trained technician service its equipment.

Crane Merchandising Systems is committed to continuous product improvement. This means that the information within this document, although correct at time of publication, is for guidance only and may be subject to change without prior notice.

Important Safeguards

Always follow these basic safety precautions when operating or maintaining your machine:

1. Ensure that you and anyone who will operate or maintain your machine have this manual available for quick and easy reference, and read all instructions carefully before commencing work.

2. **Beware of Electricity.** Certain maintenance operations require your machine to remain connected and switched on. Only trained personnel should carry out these routines, and independently of all other operations. Observation of safe working practices in accordance with current regulations is necessary at all times.

⚠ **Important!** Unless otherwise specified, always disconnect your machine from the electricity supply before commencing work.

3. Do not operate your machine if any part is damaged until a service technician has carried   out necessary repairs and ensured that it is safe.

4. Allow your machine to cool before handling or moving.

5. Never immerse your machine in water, or any other liquid and never clean it with a water jet.

6. If your machine should freeze up, call a service technician to check it before switching on.

7. Ensure that you are familiar with the most recent Health and Safety at Work and Electricity at Work Regulations.

⚠ **Important!** This appliance is not intended for use by persons (including children and the infirm) with reduced physical, sensory or metal capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance

Your VOCE machine is for indoor use only and because it is a beverage machine, should be sited in a clean and hygienic area.

Section 1 - Machine Specifications

1.1   Specifications

1.1.1 General

Height.................... 1830 mm
Width .... 705 mm
Depth .... 790 mm
Cup Capacity 600* 7-9oz (400 12oz)

*Approximate and are for guidance only.

1.1.2 Electrical Services

Voltage.................. 220 - 240 Volts AC
Current.................. 13 Amp Fused
Frequency .... 50 Hz

1.1.3 Water Services

Pressure .... 200 Kpa (2 Bar) - 600 Kpa (6 Bar)
Stopcock................ 15 mm BSP from rising main

All weights and dimensions are approximate and are for guidance only.

1.2   Water Filter

If your VOCE machine is fitted with a CoEx® B2C brewer, then it must be connected to the water supply via a scale inhibiting water filter. Crane Merchandising Systems recommend and supply the Brita AquaQuell water filter.

1.3   External Features

Key:

1	Upper Graphic Panel	7	LCD Display
2	Selection Decals	8	Selection Button
3	Door Lock	9	Coin Return Button
4	SureVend™ Sensor	10	Coin Entry
5	Kickplate	11	Coin Return
6	Adjustable Foot	12	Lower Graphic Panel
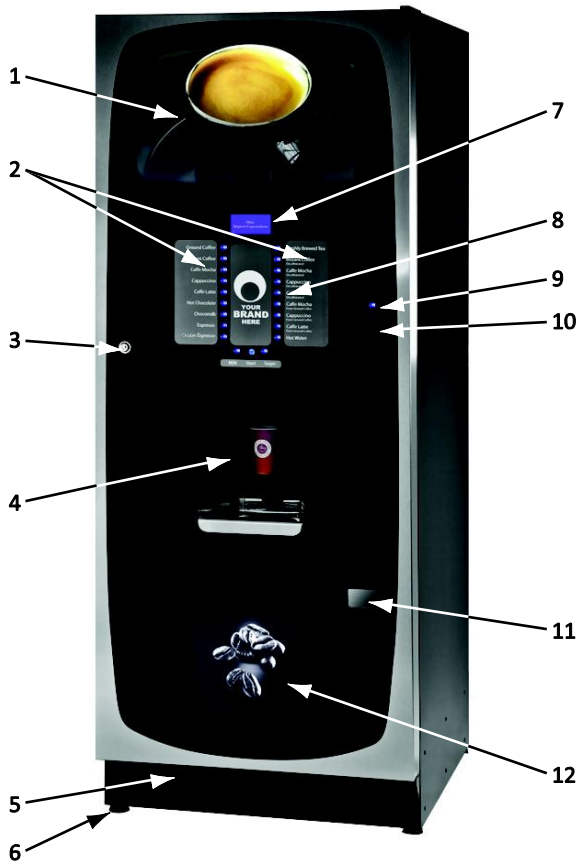
1.4   Internal Features

Key:

1	Main Switch	8	Kick Plate
2	Spray Head	9	Service Keypad
3	Oltre Brewer (Coffee)	10	Cup Turret
4	Oltre Brewer (Tea)	11	Door Locking Mechanism
5	Mixing Station	12	Cup Catcher
6	Brewer Waste Container	13	Surevend Sensor
7	Waste Bucket	14	Drip Catcher Bracket
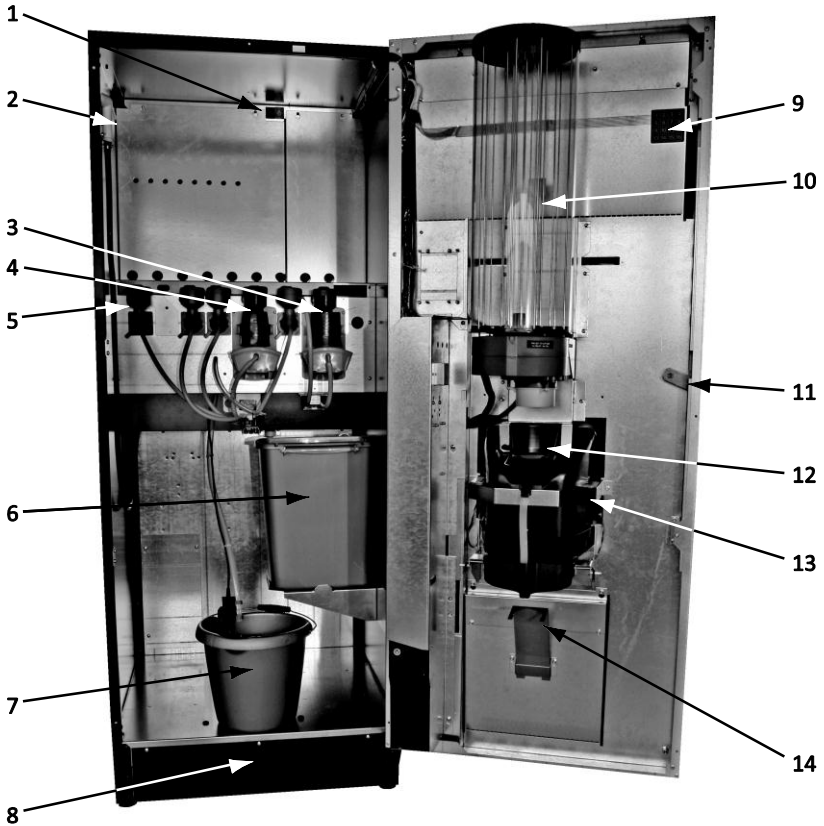
Section 2 - Installation (Engineer's Procedure)

⚠️ **Important!** It is essential that the personnel responsible for installing and servicing your machine, understand the following:

1. The installation and commissioning of your machine should only be carried out by a trained and authorised service technician.

2. All water and electrical services must be correctly and safely connected.

3. All covers must be replaced correctly and securely and your machine left in a safe condition.

2.1 Siting your Machine

1. Your machine is only suitable for indoor use, we recommend that it be situated in an area with an ambient temperature not below 10º C and not exceeding 30º C. Your machine should be located near the appropriate water and electrical services as detailed in sub-section 1.1 Specifications.

2. Prior to placing your machine in its final location, ensure that there is sufficient access space available via passageways, stairs, lifts, etc.

3. To ensure adequate ventilation, 100 - 150 mm (4 - 6 inches) clearance must be allowed between the back of the cabinet and the wall.

4. Open the door using the key provided. Remove transit packing and installation kit. Check for visual signs of damage which may have occurred during transit. If your machine is damaged or any parts are missing, you must contact the supplier immediately.

5. Level your machine in both the front-to-back and side-to-side planes by adjusting the feet. Ensure that the door opens and closes easily and the lock operates correctly.

2.2 Connecting the Water Supply

1. Your machine should be situated within 1 metre of a drinking water supply from a rising main, **terminating** with a W.R.C. approved 15mm compression stop-tap.

   N.B. The water supply should comply with both the Statutory Instrument No.1147 - "Water, England and Wales" and The Water Supply (Water Quality) Regulations 1989. Water pressure at the stop-tap must be within the limits 2 - 6 Bar (200 Kpa - 600 Kpa).

2. **Freshbrew & B2C Machines:** If your VOCE machine is fitted with an Oltre brewer, or CoEx® B2C brewer, then it must be connected to the water supply via a water filter. This filter must be of food grade quality and able to remove temporary hardness (scale), heavy metals (lead, copper, iron, and cadmium), chlorine and any organic pollutants/discolouration.

   Crane Merchandising Systems recommend and supply the Brita AquaQuell water filter.

   ▦BRITA®
   it's clear from the taste

⚠ **Warning!** If your Freshbrew or B2C machine is connected to a water supply and used without a water filter as specified above, your warranty will be void.

3.   Connect the flexi-hose supplied with your machine to the stopcock ensuring that the seal is fitted correctly. Flush the water supply before connecting the machine.

N.B. When connecting your machine to a water supply always use a new flexi-hose (such as the one supplied). Never re-use an existing hose.

4.   Connect the hose to the inlet valve located on the rear of your machine. Ensure that the seal is correctly fitted. Ensure that all water supply fittings are tight.

5.   Turn on the water supply at the stop tap and check for leaks. Prime the water filter (where fitted) following the instructions supplied by the filter manufacturer.

2.3   Connecting the Electrical Supply

⚠ **Safety First!**

The electrical safety of this appliance can only be guaranteed if it is correctly and efficiently earthed, in compliance with National and European regulations on electrical safety. Always ensure that the earthing is efficient. If you have any doubts, contact a qualified technician to check the system.

The manufacturer declines all liability for damage resulting from a system which has not been earthed. On no account should it be earthed only to the water supply pipe.

The appliance must be connected to mains protected by a certified safety switch (double pole) with a capacity appropriate for the application and in compliance with National and European regulations on electrical safety.

The appliance must be connected to a 230 Volt 50Hz 13 amp fused switched socket outlet, installed to the latest edition of the IEE regulations, using a 3 pin BS approved 13 amp fused plug for UK and in compliance with National and European regulations on electrical safety in other countries

Important: If the mains lead becomes damaged in any way it must be replaced by a special lead available from the manufacturer.

2.4   Commissioning Procedure
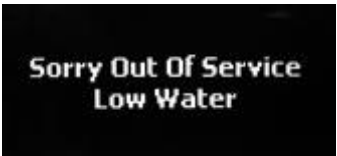
A trained installation engineer must carry out the following procedure before your machine can be used for the first time. Ensure that the electrical and water services to the machine are connected correctly. Check for leaks in the water supply.

1.   Open the front door of your machine.

2.   Ensure that the waste bucket is fitted correctly. Clip the level detector and overflow pipes correctly onto the rim of the bucket.

3.   Cup Turret. Remove the lid and fill the tubes with the correct size cups for the cup catcher type fitted to your machine. Allow the cups to drop into the tubes directly from the packaging. DO NOT touch the cups with your hands.

Important: Do not fill the tube directly above the cup dispense position. Allow the cup turret motor to rotate a full tube to the cup dispense position when the machine is powered up. Rotating the cup turret by hand will damage the mechanism.

Note: If you are loading paper cups, first inspect each pack for damage to the cup rims. Damaged cups must not be used.

4. Turn the machine on with the main switch on the back panel. The cup turret mechanism will index the first available cups to the dispense position and drop the cup stack into the cup drop mechanism. Fill the remaining empty cup stack with cups and replace the lid.

5. **All Models:** The water inlet valve will open and the heater tank will start to fill. As the water heats, ensure that no water overflows from the heater tank overflow pipe into the waste bucket. When the machine has powered up, the LCD will display the message as shown opposite. Check the system for leaks.

> **Sorry Out Of Service**
> **Low Water**

Note! The machine has a safety cut-out which will only allow the heater tank to fill for a maximum of two minutes. If after power-up the heater tank has not filled within this time, the mains power supply should be switched off and then on again to reset the heater tank time-out.

> **Sorry Out Of Service**
> **Water Tank Heating**

After the above message the **"Sorry Out Of Service Water Tank Heating"** message is displayed.

6. **B2C Models:** While the machine is powering up, the LCD will display the Initialising message. As the machine initialises a small amount of water is pumped through the system and is discharged into the waste bucket.

7. Before using the B2C machine for the first time it is necessary to purge the water system to ensure any water left in the system during transport is purged. When the machine enters standby press button 9 on the Service Keypad fitted inside the door. The machine will pump approximately 400ml of water through the system discharging it into the waste bucket.

Important: Should the machine fail to fill correctly or leak, turn off the stopcock and the power to the machine before investigating the fault.

8. Check the LCD display on the front of the machine to ensure that the water has heated to the correct temperature and that the machine is in standby mode.

A machine set to free vend mode will alternate the messages:

Please Make a Selection

No Money Required

N.B. Messages displayed in standby mode will change depending upon the monetary device fitted and how the machine is set up during programming.

9. **All Models:** Rotate soluble/freshbrew ingredient canister outlets to upright position.

Remove each canister in turn and fill with the correct ingredient

DO NOT place the canister on the floor or overfill with ingredient.

10. **B2C Models:** Close the outlet slide to seal the fresh beans canister outlet before removing the canister from the machine.

DO NOT place the canister on the floor.

Fill the canister with fresh coffee beans. The canister has a capacity of approximately 3.5 kgs. Refit the canister lid and fit the canister into the machine, ensuring that it is located correctly. Open the outlet slide to ensure correct operation.

N.B. To maintain optimum drink quality, Crane Merchandising Systems recommend that the bean canister is replenished on a daily basis.

11. Press the Cup Test button **(7)**, located in the Service Keypad on the rear of the door and ensure that a cup is ejected cleanly from the cup drop unit.

12. Press the Park Head button **(8)**, located in the Service Keypad on the rear of the door and ensure that the dispense head moves to its fully extended position. Press the button again to return the dispense head to its correct (homed) position.

13. **Freshbrew Models:** Ensure the brewer guard and brewer waste container are fitted correctly. Slide the container into position directly under the brewer.

14. **B2C Models:** Ensure that the brewer waste container is fitted correctly beneath the CoEx® brewer unit and tea brewer unit (if fitted).

15. Referring to Sections 6 & 7 of this manual, **Programming Mode** and **Operators Program**, use the menu selections available to programme the required settings for correct machine operation e.g. drink prices, disable selections, time and date etc.

16. If fitted, check that the coin mechanism and cash box operate correctly. Fill the coin tubes with correct coinage. Ensure coin return mechanism functions correctly.

17. Operate the machine through its complete range of selections to ensure that each vend is correctly dispensed.

18. Close the cabinet door. Ensure that the machine is left in a clean and safe condition.

2.5 Setting Up the Carbonator Unit (Where Fitted)

1. Open the cabinet door. Fit the seal (1), provided in the installation kit, to the regulator as shown in the photograph. Connect the regulator to the gas bottle.

2. Tighten the locknut. Carefully lift the cylinder into the machine ensuring that the gas supply pipe is not trapped or obstructed in any way.
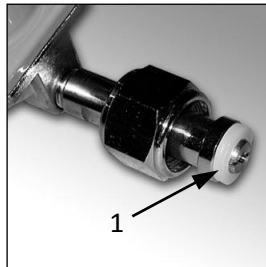
⚠ **Safety First!** The cylinder may be heavy. Always follow the correct procedure when lifting heavy objects.

3. Secure the gas bottle with the safety chain. Turn on the gas supply from the bottle and ensure that the regulator (2) is indicating a gas pressure of 35 PSI.

4. Place the carbonator overflow pipe into the waste bucket. Fill the carbonator water bath with clean cold water until it starts to flow from the overflow pipe.

5. Switch on the carbonator unit using the Cold Unit switch located near the power supply.

6. Place the syrup containers in the bottom right-hand side of the cabinet and insert the dip tubes into the containers ensuring that the correct flavours correspond to the drinks displayed on the selection decals.
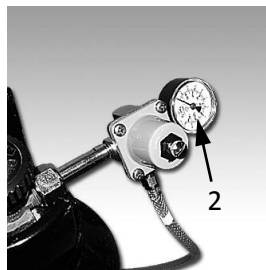
7. Prime the syrup selections ready for use by pressing button 13 on the service keypad. The LCD will display the screen opposite.

   N.B. Ensure that the waste bucket is empty and in place before priming the pumps.
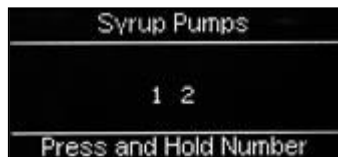
8. To prime syrup pump 1, press and hold button 1 on the drink selection keypad until the syrup appears from the dispense head. Repeat for syrup pump 2 by pressing and holding button 2 on the drink selection keypad. Press the X (Exit) key to return the machine to standby mode. Empty the waste bucket and refit to the machine.

9. Test vend the carbonated drinks to ensure correct operation of carbonator unit. Check for leaks and ensure that the machine is left in a clean and safe condition. Close the door.

   N.B. If a still unit is fitted ensure that the ingredient timers for syrup drink 1 and 2 are set to 6 seconds (recommended).

2.6   Warranty Card

Please complete and return the warranty card that comes with the machine. Use the card to note any problems you encountered during installation, your feedback helps us to improve our products and services. Return the warranty card, whether problems were encountered or not. **Failure to do so may invalidate your warranty**.

Section 3 - How To Vend A Drink

VOCE machines are available with an intuitive build a drink interface or can be used with a numeric selection menu. Both selection methods allow the user to produce a drink to their preferred taste and strength.

3.1   Selecting A Drink - Build A Drink

Drink selections are made by pressing the appropriate selection buttons on the keypad and then utilising the keypad strength selection buttons and the LCD display to alter the drink strength and to add milk/sugar to suit the customer's personal preference. When in standby mode, all available drink selection buttons will be lit indicating that the drink is able to be selected. At this time the Milk, Sugar and Start buttons are not lit.

The following example describes how to vend a Freshbrew Tea selection from a freshbrew machine set to "Free Vend"

1. Press selection for Freshbrew Tea on the keypad. All of the other selections buttons will be extinguished, the Milk, Sugar and Start buttons will light up and the machine exits from standby mode. The LCD will display the screen as shown opposite.

    N.B. The default strength setting for this drink selection is Normal as shown.

2. To obtain a Strong or Mild beverage it is necessary to press the current drink selection button. Pressing will step through the Strong and then Mild selections.
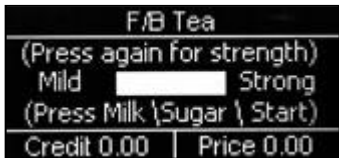
3. If the customer requires milk it is necessary to press the milk button.
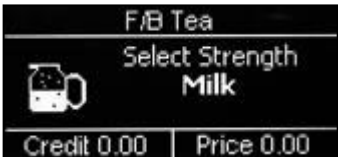
4. If Extra Milk is required the customer presses the milk button a second time. A third press will enable the minimum amount of Milk selection.

5. If the customer requires sugar it is necessary to press the sugar button.

```
           F/B Tea
        Select Strength
   ◈◈       Sugar

   Credit 0.00  |  Price 0.00
```

6. If Extra Sugar is required the customer presses the sugar button a second time. A third press will enable the minimum amount of Sugar selection.

```
           F/B Tea                              F/B Tea
        Select Strength                      Select Strength
   ◈◈       Sugar          ──────────▶   ◈       Sugar
   ◈

   Credit 0.00  |  Price 0.00             Credit 0.00  |  Price 0.00
```

7. Once the required drink has been selected, press the Start button on the keypad. All lit buttons will be extinguished apart from the drink selection button which flashes indicating that the drink is being vended.

   Unless the customer has placed their own cup into the dispense area, a cup will automatically be ejected from the cup drop unit into the dispense area and the drink selection will be delivered into the cup. Whilst this operation is in progress the LCD will display the screen shown opposite.

```
           Serving
             《《
            ⎕☕

   Change 0.00  |  Price 0.00
```

8. After the beverage has been dispensed the LCD will display the message Thank You and the machine will beep once. The message on the display will change to read Please remove cup. The drink can then be carefully removed from the dispense area and the machine will return to standby mode.

9. Certain drink selections do not allow the strength option to be selected or milk added. For example, if the customer presses the Cappuccino selection button, all of the other selection buttons will be extinguished, the Sugar and START buttons will light up and the LCD will display the screen opposite.

```
          Cappuccino


       (Press Sugar \ Start)
   Credit 0.00  |  Price 0.00
```
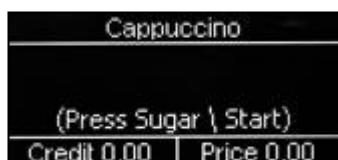
   The customer can either press the START button to vend the drink or first press the sugar button in order to add sugar to their taste as described previously.

10. Other drink choices do not allow the strength option or milk/sugar to be selected. For example, if the customer presses the Chocolate selection button, all of the other selection buttons will be extinguished, the START buttons will light up and the LCD will display the screen opposite. The customer simply presses the START button and the machine will vend the drink as described above.

```
        Chocolate



       (Press  Start)
Credit 0.00  |  Price 0.00
```

3.2 Selecting A Drink - Cold Drink Selections

VOCE machines may be fitted with either a chiller or carbonator unit allowing cold water and flavoured drinks to be vended, either still or both still and sparkling.

The following example describes how to vend a cold flavoured drink from a VOCE machine fitted with a carbonator unit.

1. Press the selection button for the cold flavoured drink required on the keypad. All of the other drink selection buttons will be extinguished, the START button will light up and the machine exits from standby mode. The LCD will display the screen as shown opposite.

```
   Cold Drink 1 (Still)
 (Press again to select)
 Still       Sparkling
    (Press  Start)
Credit 0.00  |  Price 0.00
```

   N.B. The default setting for cold drink selections is still.

2. To obtain a Sparkling drink press the current drink selection button. Pressing the button again will revert back to the Still setting.

3. Once the drink has been selected, press the **START** button on the keypad. The drink selection button will flash indicating that the drink is being vended. Unless the customer has placed their own cup into the dispense area, a cup will automatically be ejected from the cup drop unit into the dispense area and the drink selection will be delivered into the cup. Whilst this operation is in progress the LCD will display the "Serving" screen

4. After the cold drink has been dispensed the LCD will display the message **Thank You** and the machine will beep once. The message on the display will change to read Please remove cup. The drink can then be removed from the dispense area and the machine will return to standby mode.

3.3 Replacing/Updating Drink Selection Decals

Self-adhesive drink selection and pricing decals are mounted onto a decal carrier located behind the main panel. To update drink pricing or replace drink description decals, proceed as follows:

1. Open the front door of the machine.

2. Carefully remove the decal carrier from the machine. Place the decal carrier face-up on a clean, flat surface.

3. **Updating drink pricing:** Carefully remove the previous price decals from the drink selection decals. Update the prices where necessary using new self-adhesive decals. These are available as spares from the manufacturer.

4. **Updating drink selections and pricing:** When updating selection decals and prices it may be necessary to use a new decal carrier. These are available as spares from the manufacturer.

    Peel the relevant drink selection decals from their backing sheet and apply to the decal carrier using the printed guides.

    Important: Ensure that drink selections used relate to drink choices programmed into the machine software.

    Apply price decals as described above.

5. Place the decal carrier ensuring that the drink selections are visible through the pre-cut viewing area.

6. Close the front door and ensure that the machine returns to standby mode.

Section 4 - Cleaning and Re-filling Procedures

The quality of drinks produced by the VOCE can only be maintained if the machine is cleaned regularly following the schedule outlined. Before carrying out the daily cleaning procedure described on the following pages, it is recommended that you have the following materials to hand:

- **Bactericidal Cleaner**
- **De-Staining Agent**
- **Cleaning Cloths**
- **Paper Towels**
- **Small Brush**
- **Two Large Buckets**
- **Disposable Gloves**
- **CoEx® Cleaning Tablets (B2C machines)**

4.1   Bactericidal Cleaner

This can either be a liquid or powder agent which should be dissolved in clean water in accordance with the instructions on the product packaging. The solution should be used for cleaning machine components and wiping surfaces during the cleaning operation.

4.2   De-Staining Agent

This is a liquid or powder agent which should be dissolved in clean water in accordance with the instructions on the product packaging. The solution can be used on heavily soiled or stained components such as buckets and drip trays. Items or surfaces cleaned with this solution must be rinsed in clean water to remove traces of the cleaning agent.

4.3   Liquid Destainer - Brewer Units

Crane Merchandising Systems recommends that a liquid destaining product is used for cleaning the brewer units fitted to VOCE freshbrew machines. The product must be used in accordance with the instructions on the product packaging, following all health and safety guidelines. A detailed procedure for cleaning the brewer units is outlined on pages 22 - 25 of this manual.

4.4   Cleaning Tablets - CoEx® Brewer (B2C Models)

Crane Merchandising Systems recommends that the brewer cleaning tablets supplied with the machine are used exclusively for cleaning the CoEx® brewer fitted to VOCE B2C machines. These are available from your machine supplier in packs of 30 - part number ZC10598000. A detailed procedure for cleaning this brewer unit is outlined in sub-section 4.7 CoEx® B2C Brewer Unit.

4.5   Daily Cleaning & Filling Procedure

Important: It is necessary to carry out the cleaning and maintenance procedure outlined on the following pages on a regular basis, either at the end of the day or at the start of the day before the machine is in constant use.

Fill a cleaning bucket with hot water and dilute the bactericidal cleaner in accordance with the instructions on the product packaging. Open the door of the machine.

4.5.1 Ingredient Canisters - Removal and Clean

1. Rotate canister outlets to upright position. Remove the ingredient canisters. DO NOT place them on the floor.

2. With a clean, damp sanitised cloth, remove any ingredient build up on the exterior of the canisters, paying particular attention to the area around the canister outlets. Ensure canister outlets are dried thoroughly after cleaning.
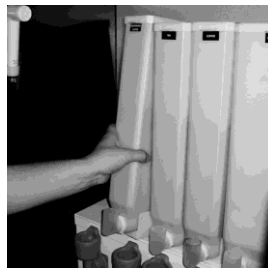
4.5.2 Whipper System

1. Twist and remove mixing bowls and steam hoods (a).

2. Remove the dispense pipes (b) from the plastic dispense block.

3. Turn the whipper base (c) anti-clockwise until it releases (first click). Remove mixer units (d) and impeller (e). Turn the whipper base (c) anti-clockwise again (second   d click), pull the whipper base from the shaft.

4. Clean all of the mixing system parts, including the steam hoods, mixing bowls and dispense pipes thoroughly in the diluted bactericidal cleaner solution. Rinse all components with clean water and dry thoroughly before refitting to machine.

5. Remove and clean the extract tray (**see sub-section 4.5.3 Extract Tray for details**).

6. Refit the whipper base. Push the whipper base onto the motor shaft with the "arrow" symbol lined up with the motor plate fixing screw (f) as shown. Turn the whipper base clockwise until it locates with the first (click) locking position (g). Ensure "0" ring (h) is correctly located as shown.
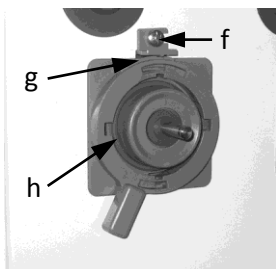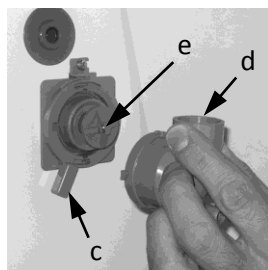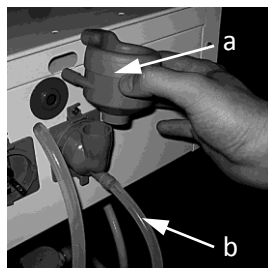
7. Refit the impellers to motor shafts ensuring that the "flat" in the moulding lines up with the flat on the shaft.

8. Refit mixer unit to whipper base. Turn the whipper base (i) clockwise until it locks (second click) into place.

9. Refit steam hoods, mixing bowls and dispense pipes to mixer units. Refit the dispense pipes to the dispense block.

10. Important: Ensure pipes are refitted to their correct outlet position on the dispense block (**see Section 8 for details**).
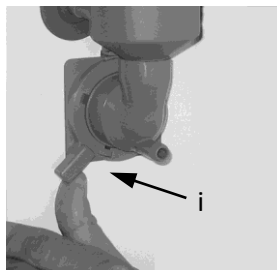
4.5.3 Extract Tray

1. Remove the extract tray from the machine. Using a dry brush, clean the area under the extract tray.

2. Clean the extract tray. Dry and refit to the machine.

3. Wipe the canister shelf and the upper interior of the machine with a clean, damp sanitised cloth.

4. Refit the whipper system components (**see sub-section 4.5.2 Whipper System for details**).

4.5.4 Dispense Head

Remove the knurled nut (a) securing the plastic dispense block (b) to the dispense head assembly. Remove the dispense block and clean thoroughly in the diluted bactericidal cleaner solution.

Rinse the dispense block with clean water and dry thoroughly before refitting to the machine.
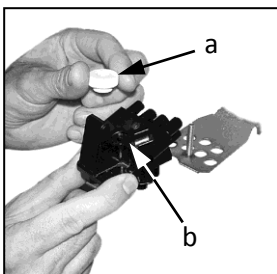
4.5.5 Ingredient Canisters - Fill and Refit

Check the ingredient canisters and refill if required. Repeat this operation for all soluble/freshbrew ingredient canisters fitted to the machine. Rotate the canister outlets to their correct operating positions.

Important: Ensure that the canisters are refitted to correct operating stations.

Weekly; Empty and wash the canisters. Dry thoroughly, refill and refit into the machine

4.5.6 Fresh Bean Canister - B2C machines

If necessary refill the fresh coffee beans canister. Close the outlet slide (a) to seal the canister exit before removing the canister from the module.

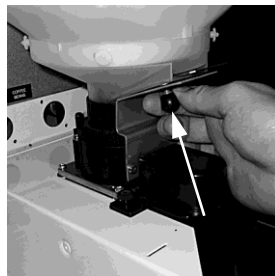**DO NOT** place the canister on the floor. Refill canister with fresh coffee beans.

Refit the canister lid to the canister. Refit canister to the module. Open the outlet slide is to ensure correct operation.

N.B. To maintain optimum drink quality, Crane Merchandising Systems recommend that the bean container is replenished on a daily basis.

4.5.7 Waste Bucket & Syrup Containers

Remove the waste water bucket from the machine. Empty and clean.

If fitted; check the syrup levels in the syrup containers and replace if necessary

Clean the base, sides and back of the machine

Refit the waste water bucket into the machine. Ensure that the level detector and overflow pipes are located correctly in the bucket.

4.5.8 Dispense Area Components

Remove the cup catcher moulding complete with drain pipe.

Pull out the two spring loaded pins (a) securing the drip tray and pull and remove the complete drip tray assembly out of its mounting bracket.

Clean the cup catcher and pipe in the sanitizer solution. Rinse the components with clean water and dry thoroughly.

Wash the drip tray and grille thoroughly and where necessary, sanitise using the diluted bactericidal cleaner solution.

Wipe clean the interior of the door and the area around the dispense area using a clean, damp sanitised cloth.

Refit the drip tray, cup catch and cup stand, ensuring that the drip tube from the cup catcher moulding is located correctly at the rear of the tray.

Remove and discard the drip catcher cup (d) and replace with a new cup.

Note: A 7/9oz cup should be used on all models (inc. 12oz).
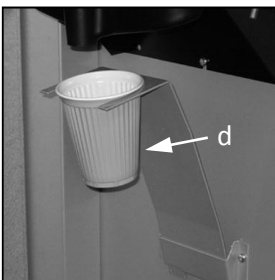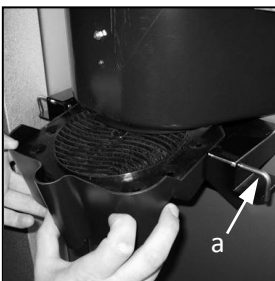
4.5.9 Cup Check

Check the levels of the cups in the cup turret and where necessary, refill with correct sized cups.

Allow the cups to drop into the tubes directly from the packaging. DO NOT touch the cups with your hands.

Important: Do not fill the tube directly above the cup dispense position. Allow the cup turret motor to rotate a full tube to the cup dispense position when the machine is powered up. Rotating the cup turret by hand will damage the mechanism.

Note: If paper cups are being loaded, each pack of cups must first be inspected for damage to the cup rims. Damaged cups must not be used.

4.5.10   Cash Box

Un-lock the cashbox (if fitted) located on the rear of the door and remove from the machine. Empty contents from the cashbox. Refit the cashbox to the machine, turning the lock to secure.

Check the coin tubes and refill if required.

4.5.11   Test

Using the service keypad located in the rear of the door, proceed as follows:

1. Press the **Cup Test** button **(7)** and check that a cup is ejected correctly from the Cup drop unit.

2. Press the **Park Head** button **(8)** to ensure that the dispense head operates correctly and that the dispense pipes are fitted correctly.
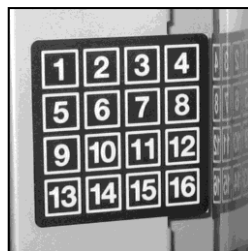
3. Place a suitable container under the dispense head and press the **Rinse/Flush** button **(3)**. The machine will flush the system. Check that none of the mixing stations leak. Empty the contents of the container.

4. Place an empty cup under the dispense head. Press the **Test Vend** button **(6)** and using the selection buttons on the front of the machine, vend a drink to ensure that the machine operates correctly.

    Press the **"X"** (Exit) key to exit from the Test Vend menu.

5. Press the View Counters button **(5)** and record the audit information displayed on the LCD (**see sub-section 5.5 Button 5 - View Counters for full details**).

4.6   Oltre Brewer Cleaning Procedure

4.6.1 Daily Cleaning Procedure

Important: It is necessary to carry out the cleaning and maintenance procedure outlined on the following pages on a regular basis, either at the end of the day or at the start of the day before the machine is in constant use.

Fill a cleaning bucket with hot water and dilute the bactericidal cleaner in accordance with the instructions on the product packaging. Open the door of the machine.

The brewer will always return to its fully open position at the end of the vend cycle. In the unlikely event that the brewer chamber is closed: -

Press **'2'** on the service keypad, the brewer will start to move and will stop at the open position. Disassemble the brewer as illustrated:

Clean the Oltre brewer chassis and mounting area using a clean cloth and sanitising solution.

Clean all of the Oltre brewer components, including the steam hood, mixing bowl and dispense pipe thoroughly in the diluted bactericidal cleaner solution.

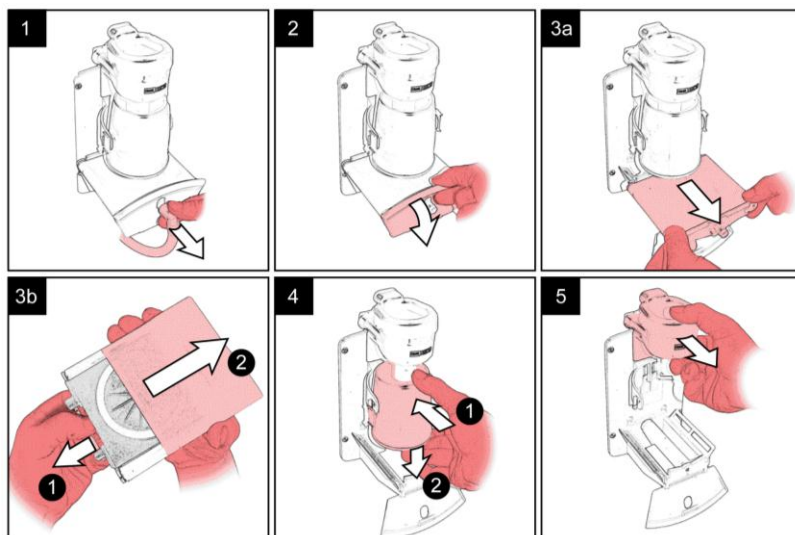Rinse all components with clean water and dry thoroughly before refitting to machine.

4.6.2 Weekly Cleaning Procedure

Important: It is necessary to carry out the cleaning and maintenance procedure outlined on the following pages on a weekly basis.

Open the door of the machine.

Check that the Oltre brewer(s) are in an open position, if not then press **'2'** on the service keypad, the brewer will move and will stop at the open position

Remove the brewer chamber & filter belt assembly, then remove the belt. Place all components in a suitable container with the recommended mix of de-staining solution; soak for 5 to 10 minutes.

Rinse all parts thoroughly in clean water & re-assembly into the machine.

Press the service keypad **Brewer Clean** button **(4)** and the machine will flush the brewer.

Remove the brewer waste container from the machine and empty the contents. Wash the waste container thoroughly and if necessary sanitise using the sanitising solution. Dry using a clean cloth, then refit to the machine.

N.B. If the feature has been turned on when the brewer waste container is emptied the waste counter must be reset. To reset the waste counter press button **12** on the service keypad, two audible bleeps confirm that the counter has been reset to zero.

4.7 CoEx® B2C Brewer Unit

4.7.1 Daily Cleaning Procedure

1. Remove the coffee dispense pipe from the brewer outlet.

   Holding the unit as shown in the photograph, lift the green lever (a) and carefully pull the brewer unit out of the machine.

   Fill a cleaning bucket with hot water and dilute the bactericidal cleaning agent in accordance with the instructions on the product packaging.
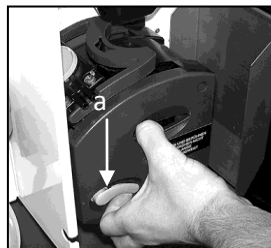
2. Carefully place the CoEx® brewer unit into the diluted bactericidal solution and clean the unit thoroughly. Ensure all coffee ground deposits are removed, paying particular attention to the area around the top of the piston and waste chute.

   Remove the unit from the solution and rinse thoroughly with clean water. Dry the unit using a clean cloth or paper towels.

3. Remove the B2C coffee chute assembly. Unscrew the two knurled thumbscrews and remove the coffee chute and coffee chute cover.

   With a clean, dry brush clean the area around and under the coffee dispense outlets.

4. With a clean, dry brush wipe away any coffee deposits from both the coffee chute and cover mouldings.

   Refit the coffee chute lid to the chute ensuring that the lugs on the cover fit securely into their mounting holes.

   Refit the assembly to the machine and secure using the two knurled thumbscrews.
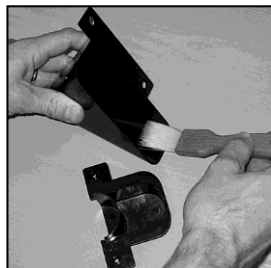
5. Refit the CoEx® brewer unit into the machine. Slide the unit into place until it "clicks" into position. Refit the coffee dispense pipe to the brewer outlet as shown.

    Ensure that both the fresh bean container and fresh ground coffee canister are filled with correct product. Refill if necessary following the procedures outlined in sub-section **4.5.6 Fresh Bean Canister - B2C machines**.

4.7.2 Weekly Cleaning Procedure

The VOCE has a routine cleaning cycle for the CoEx® brewer, with a warning message to indicate a clean is "Recommended" or "Required". If the "Required" message is ignored B2C and freshbrew drinks cannot be selected until the brewer is cleaned, using the following procedure:

1. Open the front door of the machine.

⚠ **Caution:** Ensure that a suitable container is placed under the dispense position. Keep hands away from the dispense area whilst the cleaning cycle is in operation.

2. Press and release button **11** on the service keypad. The LCD will display the message **"Please Place Cleaning Tablet in Brewer"**.

    Take one cleaning tablet (supplied in packs of 30 - CMS part no. ZC10598000) and place it into the brewer piston chamber as shown.

3. Press the START/? key on the drink selection keypad to begin the CoEx® tablet cleaning routine.

4. The cleaning cycle lasts approximately 7 minutes and dispenses approximately 1.8 ltrs of water through the dispense head. The LCD will display the message **"Cleaning in Progress"** throughout the cleaning cycle.

⚠ **Safety First!** Keep hands clear of the brewer mechanism during the cleaning routine.

5. When the cleaning cycle is complete the LCD will display the message **"Cleaning Cycle Complete"**. Press the **X** (Exit) key on the drink selection keypad to return the machine to standby mode. Empty the water from the container.

4.8   Brewer Waste Container and Chute - Daily Clean

1. Remover the brewer guard.

2. Remove the brewer waste container and empty the contents. Push up and remove the waste chute (a).

3. Wash both the container and chute thoroughly and if necessary sanitise using the diluted bactericidal solution.

    Rinse in clean water
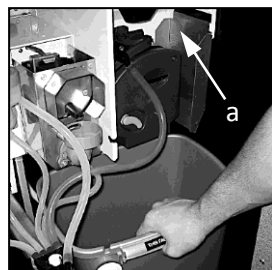
Dry both components using a clean, dry cloth and refit in the machine.

4.   Refit the chute (a) and the waste container into the machine.

      N.B. If the feature has been turned on when the brewer waste container is emptied the waste counter must be reset. To reset the waste counter press button 12 on the service keypad, two audible bleeps confirm that the counter has been reset to zero.

4.9   Replacing the CO2 Bottle - Where Fitted

For machines fitted with a carbonator unit, it will be necessary for the operator to regularly check and if necessary, replace the CO2 gas bottle. This will ensure that carbonated vends are always delivered at optimum quality.

⚠ **Safety First!** The CO2 bottle is filled with gas at a pressure of 800 psi and must be stored upright and away from sources of heat. In the event of a leak, ventilate the area in the vicinity of the bottle to remove all traces of gas and contact your supplier.

1.   Open the cabinet door and un-hook the safety chain from the gas bottle. Turn off the gas supply from the bottle.

2.   Following correct procedures for safe lifting, lift the empty cylinder c/w regulator out of the machine. Carefully undo the locknut using the spanner supplied. Remove the regulator from the empty bottle.

3.   Ensure that the seal (1) is seated correctly as shown. If the seal has been damaged in any way, fit a new seal.

4.   Fit the regulator to the new gas bottle and tighten the locknut. Carefully lift the cylinder into the machine ensuring that the gas supply pipe is not trapped or obstructed in any way.

5.   Secure the gas bottle using the safety chain. Turn on the gas supply from the bottle and ensure that the regulator indicates a gas pressure of 35 psi. Close the door and test vend the carbonated drinks to ensure that the carbonator unit is working correctly.
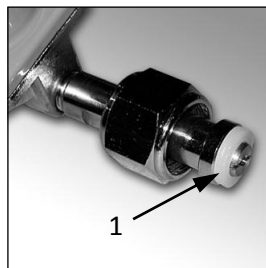
Section 5 - Service Keypad Functions

VOCE machines are fitted with a service keypad mounted on the rear of the door. This keypad contains the Operators Program entry key and also allows the operator to carry out specific functions during routine cleaning and maintenance.

N.B. During certain operations e.g. View Counters it is necessary for the operator to utilise the selection keypad and LCD mounted on the front of the door to access data. Please refer to **Section 6 - Programming Mode** for details of selection keypad layouts and functions.
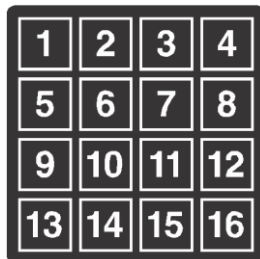
5.1   Button **1** - Program Entry

This button enables the operator to access the Operators Program (**see Section 7**).

5.2   Button **2** - Brewer Open (Oltre Brewer)

The brewer should return to its fully open position at the end of the vend cycle. In the unlikely event that the brewer chamber is closed Press **'2'** on the service keypad, the brewer will start to move & will stop at the open position.

5.3   Button **3** - Rinse/Flush

The flush sequence rinses the mixing bowls. Before the sequence begins, the system waits until the water in the boiler is at the set temperature. In order to guarantee the highest standards of cleanliness, the boiler fill valve is disabled, ensuring that the water used in the sequence is delivered at the optimum temperature to kill any micro-organisms. Each hot water valve and the corresponding whipper are switched on in sequence. Once the flush cycle is complete the machine returns to standby mode.

1. To flush the machine:

   a. Press and release the Flush button (3). The flush sequence begins.

   b. Empty the waste water container when complete

⚠ **Caution:** Ensure that a suitable container is placed under the dispense position. Keep hands away from the dispense area whilst the flushing cycle is in operation.

5.4   Button **4** - Brewer Clean (Oltre Brewers only)

The brewer clean button rinses the Oltre brewer/s.

**Sorry Out Of Service
Rinsing**

5.5   Button 5 - View Counters

The View Counters button (5) enables the operator to access the Data Recall Menu. Entry into this menu allows the operator to view Non-Resettable and Resettable Sales Data, view data relating to Timed Events and Identification Numbers of installed components and (if the feature is enabled) view SureVend™ assisted vend data. The Resettable Sales Data and SureVend™ Data menus contain an extra sub-menu which allows the operator to delete the current data from the machines memory. Full details relating to this menu and its contents can be found in sub-section **7.1 Data Recall Menu**.

5.6   Button 6 - Test Vend

The Test Vend button (6) enables the operator to vend a drink from the machine to ensure correct operation after cleaning or maintenance.

1.   When the button is pressed and released the LCD will display the screen as shown opposite. Press a drink selection button followed by the START/? button to begin the vend sequence.

2.   Ensure that the selection is correct, has not under/overfilled the cup and most importantly, tastes good!

3.   Press the **X** (Exit) key on the drink selection keypad to exit from the Test menu and return to stand-by mode.

5.7   Button 7 - Cup Test

This button enables the operator to test the operation of the cup drop unit after refilling the cup stacks. When the button is pressed the cup drop motor is operated and a cup is ejected from the cup drop unit. This function ensures that the mechanism is working correctly.

5.8   Button 8 - Park Head

When this button is pressed, the dispense head moves to its fully extended position and stops. Press the button again to return the dispense head to its correct (homed) position.

5.9   Button 9 - Boiler Fill (B2C Machines)

When this button is pressed, the machine pumps a measured amount of water through the system - approximately 400ml, heating it as it does so. This ensures that heated water is immediately available when a drink is selected. This button should also be used to purge any water left in the system after the machine has been moved or shut down for any length of time.

5.10 Button 10 - Machine Cool Down (B2C Machines)

This button enables an engineer to work safely on the B2C water system and should not be used by the operator.

5.11 Button 11 - CoEx® Tablet Clean (B2C Machines)

This button when pressed, initiates the CoEx® brewer tablet cleaning routine. Crane Merchandising Systems recommends that this brewer cleaning routine should be carried out on a weekly basis (**see sub-section 4.7 CoEx® B2C Brewer Unit for full details**).

5.12 Button 12 - Reset Waste Counter (F/Brew & B2C Machines)

This is only relevant if the feature is turned on during installation

Every time that the waste container is emptied the waste counter must be reset. Press button **12** on the service keypad. Two audible bleeps confirm that the counter has been reset to zero.

5.13 Button 13 - Syrup Prime (Still/Carbonated Machines)

This button enables the operator to prime the syrup selections after replacing a syrup container. For full details of this operation (**see sub-section 2.5 Setting Up The Carbonator Unit for full details**).

5.14 Button 14 - Clear SureVend™ Error

This button enables the operator to simply and quickly clear SureVend™ errors caused by cup drop failures.

5.15 Button 15 - Start

This button has the same functions as the START key on the drink selection keypad.

Section 6 - Programming Mode

6.1   Drink Selection Keypad

Programming mode utilises the drink selection keypad and allows the operator to view and alter stored data within the machines memory. VOCE machines are fitted with a build a drink style and numeric selection interface.
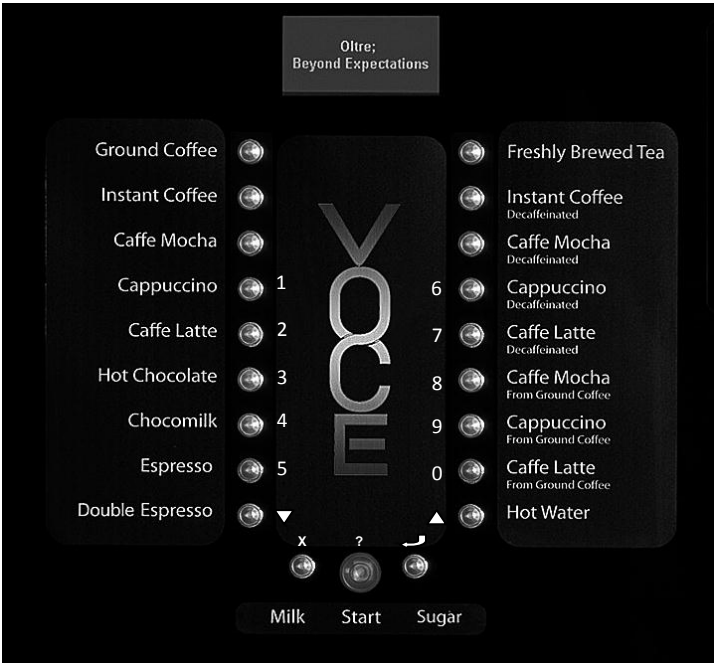
During programming the keys are used as follows:

Keys 0-9   Used for entering text and numerical data

▲   For indexing up in a program, or incrementing data

▼   For indexing down in a program, or incrementing data

↵   Edit key. Used to select and enter the highlighted menu and to save data to machines memory

X   Exit key. Press to return to the previous menu screen

START/? Press to "set all" or "clear all" data or begin a test sequence.

6.2   Menu Display

The VOCE range of freestanding drinks vending machines feature Crane Merchandising Systems interactive menu display. The multi-line LCD display helps to make navigating the programming

menu structure easy and intuitive. It is used to display programming information and will change according to the type of data being updated.

1. The top line of the screen is the Menu title.

2. Selected items are highlighted in white. Press the ▲ (up) or ▼ (down) keys on the drink selection keypad to highlight an item.

3. Press the ↵ (Edit) key to select the item. In this example, pressing the ↵ (Edit) key will display the Mug Discount screen.

4. The bottom line of the screen will often show important information. In certain configuration menus it will display the current value for the selected item. This is a useful way to quickly check stored settings and also confirm that a value has been altered correctly.

5. To return to the Main Menu from any screen, simply press the **X** (Exit) key until you reach the Main Menu.

6.3 Accessing the Programming Mode

1. Open the front door of the machine.

2. Press the **Program Entry** key **(1)** on the service keypad, located inside the door. The LCD will display the screen as shown opposite. Enter the 4 digit operator's entry pin code.

3. Press the ↵ (Edit) key. Providing the operator has entered the code correctly, the LCD will display the screen as shown opposite. Press the ↵ (Edit) key to access the operators program or **X** (Exit) key to return the machine to standby mode.

4. The LCD on the front of the machine will display the top level programming menu screen - Main Menu. The first available menu Data Recall is highlighted indicating that it can be selected. To move to a different menu press the ▲ (up) or ▼ (down) keys on the drink selection keypad until the required menu is highlighted.
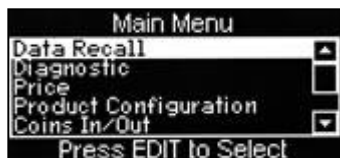
   N.B. Coins In/Out will only be displayed on machines fitted with an MDB coin mech.

5. With the required menu highlighted, press the ↵ (Edit) key to select it. Using the Price menu as an example, the LCD will display the sub menus as shown opposite.

6. Using the ▲ (up) or ▼ (down) keys, the ↵ (Edit) key and the **X** (Exit) key it is possible to easily navigate through all of the menus contained within the Operators Program.

7. To update parameters, key in the actual digits of the number required using the selection keys 0-9. Once the correct parameter has been entered, press the ↵ (Edit) key to overwrite the previous value and save the new parameter in the machines memory. Pressing the **X** (Exit) key will move back to the previous screen.

   Certain programming functions require that the operator chooses either one or multiple parameters within a sub program. These can take the form of either check boxes or radio buttons.

8. **Check Boxes:** The example opposite shows the Days of Week screen accessed via the Sanitation Events Menu which allows the operator to choose multiple days of the week on which a specific function will take place.

9. Using the ▲ (up) or ▼ (down) keys, scroll through until the required day is highlighted as shown.

   Pressing the ↵ (Edit) key will select the day, indicated by an X appearing in its adjacent box.

   Continue until all required days have been selected. Pressing the **X** (Exit) key will move back to the previous screen and save the new settings to the machines memory.

   N.B. Pressing the **START/?** key on the drink selection keypad will check all boxes if empty or clear all boxes if checked.

10. **Radio Buttons:** The example opposite shows the State screen accessed via the Timed Events Menu which requires the operator to select one of the options shown. Use the ▲ (up) or ▼ (down) keys to set the required option followed by the ↵ (Edit) key to store/save it (indicated by the filled radio button).

All operator programming for the VOCE range follows the procedures as described above. Specific program actions are described fully in the following section.

6.4 View Diagnostics

Using the Drink Selection keypad, and without opening the machine door, it is possible to quickly view the Diagnostic screen and any faults that may have occurred within the machine.

1. Press and hold the **X** (Exit) key and then press **1** on the main keypad to display the Diagnostic Menu.

Diagnostic

No Errors

2. Press the ↵ (Edit) key to enter the menu. Use the ▼ (down) key to scroll down any faults listed and press the ↵ (Edit) key to view details of the fault.

3. Use the **X** (Exit) key to exit the menu.

Section 7 – Operators Program

To access the Operators Program, enter the programming mode as described in **Section 6**. Once in the Operators Program the LCD on the front of the machine will display the top level programming menu screen - Main Menu.

N.B. Coins In/Out will only be displayed on machines fitted with an MDB coin mech.

Using the ▲ (up) or ▼ (down) keys, ↵ (Edit) key and **X** (Exit) key on the drink selection keypad the operator can navigate quickly and easily through the operators program menus as described in **Section 6**.

7.1   Data Recall Menu

Entry into this menu allows the operator to view Non- Resettable and Resettable Sales Data, view data relating to Events and Identification Numbers of installed components and (if feature enabled) view SureVend™ assisted vend information. The Re-settable Sales Data and SureVend™ data menus contain an extra sub-menu which allows the operator to delete the current data from the machines memory.

7.1.1 Non Resettable Sales Data

This menu allows the operator to view and record monetary and sales values. This data cannot be reset and will remain intact for the service life of the controller board (unless the back-up battery is removed).

1. From the Data Recall screen highlight Non Resettable Sales Data and press the ↵ (Edit) key. The LCD will display the screen as shown opposite. From this menu the operator can view data for the Overall Totals (highlighted), By Product, along with data relating to Cash, Cashless and Token Vends.
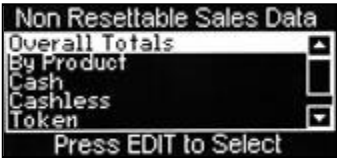
2. To view the Overall Totals screen, press the ↵ (Edit) key on the drink selection keypad. This menu displays both the total £ amount and total vend counts for the following data:

All Data-£	Displays the total machine sales in £
All Data-#	Displays the total number of machine vends.
Sales-£	Displays the total machine sales in £ except free and test vends
Sales-#	Displays the total number of machine vends. Including normal, discount and surcharge vend totals but not free and test vends.
Discount-£	Displays the total monetary value of all discounts in £
Discount-#	Displays the total number of discounted vends

Test Vend-£	Displays the total monetary value of all test vends in £
Test Vend-#	Displays the total number of test vends
Surcharge-£	Displays the total monetary value of all surcharges in £
Surcharge-#	Displays the total number of surcharge vends
Free Vend-£	Displays the total monetary value of all free vends in £
Free Vend-#	Displays the total number of free vends

N.B. All sales data is presented in a format required by the latest European Vending Association Data Transfer Standards (EVA DTS). Surcharge data fields are not supported by VOCE machines.

3. Scroll through the list displayed using the ▲ (up) or ▼ (down) keys on the front panel and record the audit data.

   When complete, press the **X** (Exit) key on the drink selection keypad to return to the Non Resettable Sales Data menu screen.

4. The operator can also view data by individual product. Press the ▼ (down) key on the drink selection keypad to highlight By Product on the Non Resettable Sales Data menu screen.

5. Press the ⏎ (Edit) key on the keypad to enter the By Product menu screen. This menu contains all of the drink selections available from the machine. Use the ▲ (up) or ▼ (down) keys on the drink selection keypad to scroll through the menu until the required selection is highlighted.

6. Press the ⏎ (Edit) key on the keypad to enter the highlighted selection e.g. Instant Coffee. The LCD will display the screen as shown opposite.

   The operator can then scroll through the list displayed using the ▲ (up) or ▼ (down) keys on the drink selection keypad and view the audit data.

   N.B. Individual By Product screens also display the price set for the selection as shown

7. When complete, press the **X** (Exit) key on the drink selection keypad to return the machine to the previous screen. The operator can then view data for more selections using the procedure described above and also access further menus via the Non Resettable Sales Data menu relating to Cash, Cashless and Token audit data.

8. To return the machine to standby mode, press the **X** (Exit) key repeatedly until the LCD displays the standby screen.

7.1.2 Resettable Sales Data

This menu contains similar data to that available from the Non Resettable Sales Data menu. However, once viewed data from this menu can be cleared from the machines memory.

1. From the Data Recall screen, highlight Resettable Sales Data and press the ↵ (Edit) key. The LCD will display the screen as shown opposite and allow the operator to view data for all parameters as described for Non-Resettable Sales Data.
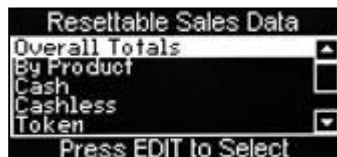
   Additionally the menu allows the operator to delete all resettable data via the Clear Data menu.

2. To view the Overall Totals screen, press the ↵ (Edit) key on the drink selection keypad. This menu displays both the total £ amount and total vend count (since the last time it was cleared) for the data fields shown.

   N.B. Please **see sub-section 7.1 Data Recall Menu** for detailed descriptions of these data fields.

3. Scroll through the list displayed using the ▲ (up) or ▼ (down) keys on the front panel to view the audit data. When complete, press the **X** (Exit) key on the drink selection keypad to return to the Resettable Sales Data menu screen.

4. The operator can also view the resettable monetary and vend data for individual product by entering the By Product menu, and also view data relating to Cash, Cashless and Token vends using their relevant sub-menus.

   Once the operator has viewed the required information from these sub-menus, the data can be deleted via the Clear Data sub menu.

5. From the Resettable Sales Data screen, highlight the Clear Data sub menu using the ▼ (down) key and press the ↵ (Edit) key.

   The LCD on the front of the machine will display the screen as shown opposite, warning the operator that all data will be deleted.
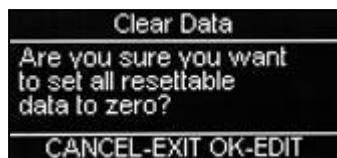
   Either press the ↵ (Edit) key to clear the data or press the **X** (Exit) key to exit the menu without clearing the data.

7.1.3 Events

1. From the Data Recall menu scroll down and highlight Events then press the ↵ (Edit) key. The LCD will display the screen as shown opposite. From this menu screen the operator can access and view information relating to the four events as shown.

2. To view the Power Losses screen, press the ↵ (Edit) key. The screen displays a list of the 10 most recent occasions when power to the machine has been interrupted in date, time of day and period format. Press the **X** (Exit) key to return to the Events menu.


3. Press the ▼ (down) key to highlight Last Data Clear, Last Vend and Last Clock Set. Information for these events is displayed along the bottom of the screen.

7.1.4 Identification Numbers

From the Data Recall menu scroll down and highlight Identification Numbers then press the ↵ (Edit) key. The LCD will display the screen as shown opposite. From this menu the operator can access and then view serial number, part number and version type information relating to the main PCB and any MDB coin/card mechanism fitted to the machine.
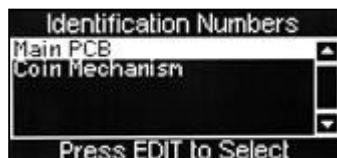
N.B. Coin Mechanism, Bill Validator and Card Reader will only be displayed if an MDB device is fitted to the machine.

7.1.5 SureVend™

This menu becomes available when SureVend is enabled via the Product Configuration menu (**see sub-section 7.4.3 SureVend™ for full details**).

1. From the Data Recall menu scroll down and highlight SureVend™ then press the ↵ (Edit) key. The LCD will display the screen as shown opposite. From this menu screen the operator can view and record the number of cup drop failures that SureVend™ has logged and also the number of SureVend™ assisted vends.

2. Once the operator has viewed the data it can be cleared via the Clear Data menu as described previously.
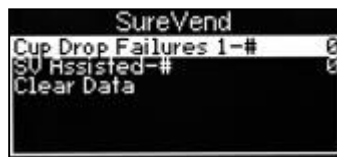
7.1.6 Mug Vends

This menu displays the number of vends that the machine has made without dropping a cup. The data can be cleared via the Clear Data menu as described previously.

7.1.7 Cup Vends

This menu displays the number of cup drop vends that the machine has made. The data can be cleared via the Clear Data menu as described previously.

7.1.8 Print Data

This menu displays the data that can be extracted from the machine when a printer is connected and the corresponding keypad number which needs to be pressed to send the data to the printer.

7.2 Diagnostic Menu

1. Should a fault occur within the machine, the LCD will display a fault message and in some cases the machine may become inoperable. By accessing the Diagnostic menu and viewing the fault description the operator can in most cases clear the fault and quickly bring the machine back into service.

2. When the fault cannot be remedied by the operator and requires the services of an approved engineer, the diagnostics screen text displayed enables the engineer to quickly and easily locate and repair the problem, reducing machine down time.

7.3 Price Menu

Entry into this menu allows the operator to enter individual prices for each drink selection available, one price for all drink selections and set a discount to be applied for customers who use their own cup/mug. The menu also contains a sub menu which allows the operator to view the highest and lowest price set in the machines memory.

N.B. Values entered via this menu are only applicable to machines fitted with a monetary system.

7.3.1 Individual Prices

This sub menu allows the operator to set an individual price for each drink selection available from the machine.

1. With Individual Prices highlighted as shown opposite, press the ↵ (Edit) key to access the menu.

2. Upon entry into this sub menu, all drink selections available from the machine are listed along with the current drink price for the highlighted selection. The example shown illustrates an Instant Coffee selection with a price set currently at 35p.

2. To change the price of the highlighted selection, press the ↵ (Edit) key. The LCD will change and display the screen as shown.

4. To update the price, e.g. increase to 45p, press the sequence **0-0-0-4-5** using the appropriate number keys on the drink selection keypad.

5. Press the ↵ (Edit) key to return to the Individual Prices screen and verify that the new price displays in the status line along the bottom of the display. Use the ▲ (up) or ▼ (down) keys to highlight further selections.

7.3.2 Entire Machine

This sub menu allows the operator to set a single price for all selections available from the machine.

1. When highlighted from within the Price menu, the LCD will display the screen, with the current value (e.g. 40p), as shown.

2. Press the ↵ (Edit) key to access the Entire Machine sub menu. To update the value, e.g. set a price of 50p, press the sequence **0-0-0-5-0** using the appropriate number keys on the drink selection keypad.

3. Press the ↵ (Edit) key to return to the Price menu screen and verify that the new price displays in the status line along the bottom of the display.

Tip: If most selections are to be sold at the same price, use this menu to quickly set the entire machine to this price and then access the Individual Prices menu to adjust prices for individual selections. Entering a single price for the entire machine will over-ride any individual prices previously programmed.

7.3.3 Mug Discount

This sub menu allows the operator to program a discount value against all drink selections for customers who use their own cup/mug.

When a customer places their own cup into the dispense area and selects a drink, the SureVend™ sensors will detect the cup and disable the cup drop mechanism. The price set for Mug Discount is then subtracted from the price of the drink selected and the appropriate change/credit returned to the customer.

N.B. It is important to ensure that any value entered for a mug discount is supported by the coin mechanism fitted to the machine, e.g. if a mug discount is set at 2p but the lowest coin available from the coin mechanism is 5p, the machine will not return the discount to the customer.

1. Highlight the Mug Discount sub menu from within the Price menu. The LCD will display the screen, with a current value in the status line (e.g. 5p), as shown. Press the ↵ (Edit) key to access the Mug Discount sub menu.

2. To enter a discount value, e.g. 6p, press the sequence **0-0-0-0-6** using the appropriate number keys on the drink selection keypad.
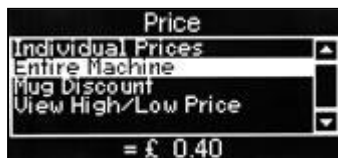
3. The LCD will change and display the screen as shown. Press the ↵ (Edit) key to return to the Price menu screen and verify that the new price displays in the status line along the bottom of the display.

7.3.4 View High/Low Price

This sub menu allows the operator to view the highest and lowest values in force, programmed via the Individual Prices sub menu.

N.B. If a single price is currently in force, this value will be displayed in both fields.

7.4   Product Configuration Menu

Entry into this menu allows the operator to disable drink selections and turn SureVend™ on or off. Upon entry into the Product Configuration menu the LCD will display the screen as shown.

7.4.1 Configuration Version

This displays the manufacturer configuration code for the machine and is for information purposes only.

7.4.2 Disable Selections

This sub menu allows the operator to disable individual or all drink selections if necessary. With Disable Selections highlighted; press the ↵ (Edit) key to access the menu.

1. Upon entry into the menu the LCD will display the screen as shown. Using the ▲ (up) or ▼ (down) keys, scroll through the menu until the required drink selection is highlighted. Pressing the ↵ (Edit) key will select the drink, indicated by an X appearing in its adjacent box.

2. If necessary continue until all required drink selections have been checked. Pressing the **X** (Exit) key will move back to the Product Configuration screen and save the new parameters to the machines memory.

    N.B. Pressing the **START/?** key on the drink selection keypad will check all boxes if empty, disabling all drink selections or clear all boxes if previously checked.

3. On returning to standby mode the selection button light will be extinguished next to any drink selections that have been disabled, indicating to the customer that the drink choice is un-available.

    For machines fitted with a carbonator it is also possible to disable either the still or sparkling option for cold drinks.

4. Enter the disable selections sub-menu as previously described and using the ▼ (down) key scroll down until the required cold drink option is highlighted. Pressing the ↵ (Edit) key will disable the option, indicated by an **X** appearing in the box.
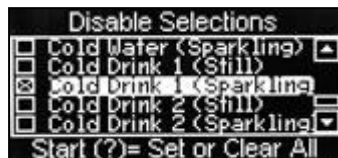
    To completely disable the selection enter an X into both the Still and Sparkling boxes.

7.4.3 SureVend™

Entry into this menu allows the operator to turn the SureVend™ product delivery sensor on or off.

SureVend™ Overview:

1. SureVend™ ensures that a cup is always available in the cup station before any money is collected or product delivered. The sensing system is a beam of infra-red light across the cup station that is broken by a cup as it falls into position from the cup drop unit, or by a customer placing his own mug in the dispense area.

2. The SureVend™ software monitors the cup station sensor during the time that the cup ring is operated and for three seconds afterwards. If a cup is not detected the software will then attempt to drop a cup a second and if necessary, a third time.

Vend Failed
Press coin return
or remove card
Credit 0.00
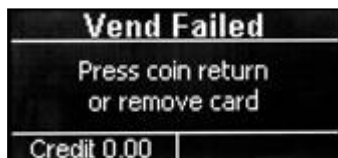
After three set of three failed vend attempts the cup ring is placed temporarily out of service. The machine will beep once and the LCD will display the Vend Failed message (if set to Pay Vend mode).

3. Customers can now get their money back by pressing the coin return button or removing their card. The LCD will change and display the message Out of Cups Please Insert Mug. The machine remains in service but will not vend a cup from the cup drop unit.
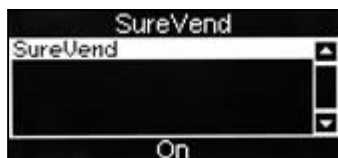
4. To clear the message and return to standby mode; open the door and press button 14 on the Service keypad. Check and if necessary, clear the cup drop unit and ensure correct operation before leaving the machine.

To configure SureVend™, proceed as follows:

1. From the Product Configuration menu highlight SureVend™ and press the ↵ (Edit) key. By default SureVend™ is factory set to On as indicated by the status line at the bottom of the screen.

SureVend
SureVend
On

2. To disable SureVend™, press the ↵ (Edit) key to enter the SureVend™ On/Off screen. Use the ▲ (up) key to select Off (indicated by the filled radio button).
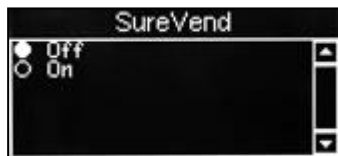
SureVend
● Off
○ On

3. Press the ↵ (Edit) key to confirm the selection and return to the SureVend™ screen. Verify that the status line at the bottom of the screen displays Off when SureVend™ is highlighted.

4. Pressing the **X** (Exit) key will move back to the Product Configuration screen and save the new parameter to the machines memory.

7.4.4 Dry test vend

This menu enables the machine to be tested/configured without the need to be connected to the water supply.

7.4.5 Water Only – No Cup

This menu enables the customer to receive Hot and Cold Water selections without the machine dropping a cup (the Surevend Sensor must be blocked with the customer's mug)
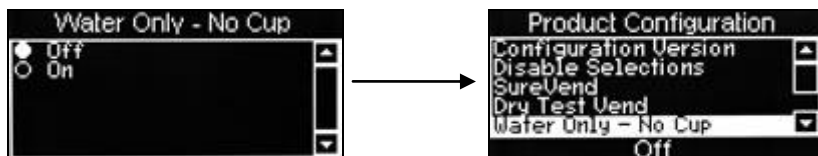
7.4.6 Cup Mechanism

This menu enables the cup drop unit to be switched on or off, the default is On. This is for users who wish to vend drinks into their own cups. SureVend™ still monitors the cup station and will not dispense drinks without a cup in the dispense area.
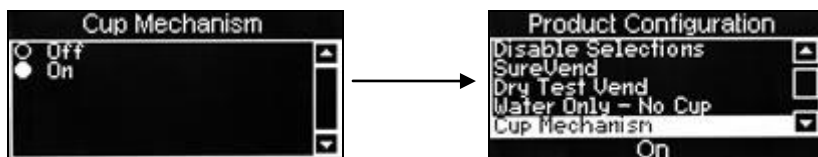
7.4.7 Water Module

This menu enables a slave water module to be switched on or off, the default is Off.
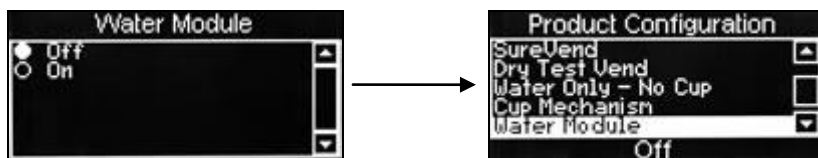
7.4.8 Syrup Cleaning

This menu enables the operator to flush the syrup system. Follow on screen prompts.
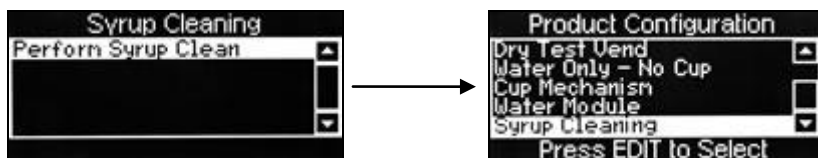
7.5   Coins In/Out Menu

This menu will only be displayed on machines fitted with an MDB coin mech.

The Coins In/Out menu emulates the coin mechanism from the front end screen and allows the operator to view information relating to the coin mechanism and eject coins from the machine without opening the door.

1. From the Main Menu screen use the ▼ (down) key to scroll through the menu until Coins In/Out is highlighted. Press the ↵ (Edit) key to access the menu screen which will look similar to the example shown.

Coins In/Out			
Press	Coin	Count	Value
1	0.05	0	0.00
2	0.10	0	0.00
3	0.20	0	0.00
4	0.50	0	0.00

2. From this screen the operator can view the coin sets in the coin mechanism, the number of coins in each coin stack and the total value of the coins. To eject coins from the mechanism the operator simply presses the relevant button on the keypad e.g. in this example pressing button 4 will eject a 50p coin. The count and the value to will reduce

7.6   System Settings Menu

This menu allows the operator to view information relevant to the machine and its location, set the current time and date, set and view DTS information, backup and restore machine software, view the machine and I/O board software versions installed in the machine and set temperature and idle screen display options.

```
System Settings
Machine Information
Clock
Data Transfer
Backup/Restore Data
Software Version
Press EDIT to Select
```

N.B. Custom Messages is not supported at this time.

7.6.1 Machine Information

This sub-menu allows the operator to view the identification for the machine and its location.

1. From the Systems Settings menu highlight Machine Information and press the ↵ (Edit) key. The LCD will display the screen as shown opposite. To view the Machine ID press the ↵ (Edit) key. This information can be changed by the engineer, it is only seen on data printouts.

```
Machine Information
Machine ID
Machine Location
```

2. When complete, press the **X** (Exit) key to return to the Machine Information menu screen. If necessary press the ▼ (down) then ↵ (Edit) keys to highlight then enter the Machine Location screen. When complete press the **X** (Exit) key.

7.6.2 Clock

The machine displays the current time in either 12 or 24 hour format. Upon entry to the System Settings menu, the Clock sub menu is highlighted. Press the ↵ (Edit) key to access the Clock sub menu screen. This menu allows the operator to set the date, time and daylight saving via 3 separate sub menus.

N.B. The current date, time and daylight saving (when highlighted) held in the machines memory are displayed in the status line at the bottom of the screen.

1. **Date:** Press the ↵ (Edit) key to enter the Date menu. The date is displayed in day, month, year format. To set the date, e.g. 27th January 2011, press the sequence **2-7-0-1-1-1** using the appropriate number keys on the drink selection keypad.

   Pressing the ↵ (Edit) key will move back to the Clock menu screen and save the date to the machines memory. Confirm that the status line at the bottom of the screen displays the correct date when Date is highlighted.

   N.B. Press Start To Change Mode. Pressing the **START/?** key on the drink selection keypad allows the date to be displayed in mm – dd – yy format.

2. **Time:** From the Clock menu screen press the ▼ (down) key to highlight the Time menu followed by the ↵ (Edit) key. The LCD will display the screen as shown opposite. By default the time is displayed in 24 hour format. To enter a time of 10:30 PM press the sequence **2-2-3-0** on the drink selection keypad.

   Press the ↵ (Edit) key to return to the Clock menu and save the new time. Confirm that the status line at the bottom of the screen displays the correct time when Time is highlighted.

   N.B. When set to 12 hour format, the program enables the operator to set the numbers 0 or 1 in the first field. Once the number 24 has been entered to indicate 24 hour format, he operator can reset the first two values to reflect 10:30 PM in 24 hour format e.g. 22:30.

3. Daylight Saving: From the Clock menu screen press the ▼ (down) key to highlight the Daylight Saving menu followed by the ↵ (Edit) key. The LCD will display the screen as shown opposite.

   By default daylight savings time is set to Off. To choose one of the available options, press the ▲ (up) or ▼ (down) key until selected (indicated by the filled radio button) followed by the ↵ (Edit) key. Ensure that the required setting is displayed in the status line at the bottom of the screen.

   Press the **X** (Exit) key to return to the main menu.

7.6.3 DTS

Entry into this menu allows the operator to configure the machine in order to send audit data relating to sales and events stored in the machines memory to a data carrier or other device.

Data Transfer Standard (EVA-DTS) - Overview: The standard makes it possible to transfer information from vending machines/payment systems to PC-based accounting/management systems and/or the opposite way. It is important that all suppliers of vending machines and payment systems agree to a common standard for the Electronic Data Transfer, because only this way the operator can be sure that all his equipment can be read out and programmed by means of the same handheld terminal.

1. **DTS Standby Mode:** Scroll down and highlight DTS from the System Settings menu. Press the ↵ (Edit) key to access the menu. The LCD will display the screen as shown. The first sub-menu DTS Standby Mode is highlighted with its current state (DDCMP) shown in the bottom line.

    The machine is factory set to enable data transfer via the optical DDCMP link. To change this to the DEX setting, press the ↵ (Edit) key to access the menu and the ▲ (up) key to select DEX indicated by the filled radio button. Press the ↵ (Edit) key to save the selection.

    N.B. Even if the default is set to DDCMP, once the controller detects a DEX activity, it will automatically switch to the other mode. However, setting the default to the correct protocol will speed up response time.

    The operator can now download data from the machine by plugging a DEX enabled device into the DEX port (J36) on the I/O board, located on the rear of the door.

2. **DTS Audit List:** From this sub-menu the operator can select which data is transferred from the machine to a DEX/DDCMP data carrier. Scroll down and highlight DTS Audit Data. Press the ↵ (Edit) key to access the menu. The LCD will display the screen as shown.
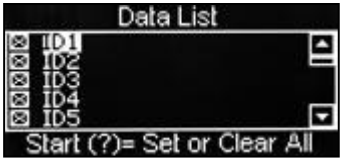
    All data and events fields within a vending machine are assigned a unique code determined by the Standard. From this sub-menu the operator can choose to allow all fields to be available for download by pressing the START/? key or scrolling through the list and adding an **X** to the required fields.

3. **CA304 Data Type:** This sub-menu determines whether the the data will be displayed as currency or numerical, for example, assuming that the value of pound coins in the machine is £3.00, when set to currency CA304 will read 300 in the DEX/DDCMP report. When set to numeric it will read 3.

4. **Data Reset Mode:** This field can be set to either AUTO or SAVE from within the sub-menu. When set to AUTO, all resettable data will be reset after a successful read.

5. **Event Reset Mode:** This field can be set to either AUTO or SAVE from within the sub-menu. When set to AUTO, all event data will be reset after a successful read.

6. **Printer Baud Rate:** This allows the operator to set the correct baud rate for a serial printer if one is to be used. It is important for this to be set correctly to ensure successful data transfer.

7.6.4 Backup/Restore

This menu allows the operator to manually backup information stored in the machines memory to the controller board.

N.B. It is also possible for the operator to programme Backup as a timed event, thus ensuring even greater security for the information stored in memory. This ensures that the machine can easily be restored to its last operational state should the information be lost through corruption or power failure (**see sub-section 7.8.3 Backup Events Menu for full details**).

1. Scroll down and highlight Backup/Restore from the System Settings menu. Press the ↵ (Edit) key to access the menu. If this is the first time that a backup has been selected the LCD will display the screen as shown.
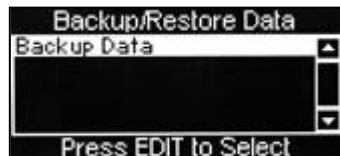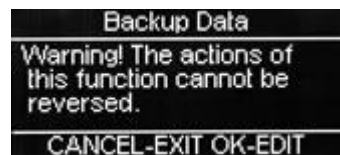
2. Press the ↵ (Edit) key to access the menu. The LCD will display the screen as shown. To back up the memory press the ↵ (Edit) key. After a few seconds the machine will beep once and the Initialising screen will be displayed before the machine returns to standby mode, ready to vend.

3. When accessing the Backup/Restore sub-menu after backups of the memory have been made, the information changes and the operator is presented with the screen as shown. The first sub-menu, Last Backup is highlighted with the date and time this occurred displayed at the bottom of the screen.

4. To restore the machines memory to the last available backup, scroll down using the ▼ (down) key, highlight Restore Data and press the ↵ (Edit) key to access the menu. The LCD will display the screen as shown. Press the ↵ (Edit) key to restore the backed up data. After a few seconds the machine will beep once and the Initialising screen will be displayed before the machine returns to standby mode, ready to vend.

7.6.5 Software Version

The Software version menu displays the version number of the software installed and is for information only. The menu also displays the current time and date.

7.6.6 I/O Board Software

This menu displays the version number of the I/O board software installed and is for information only.

7.6.7 Temperature Units

This menu allows the operator to change the way that the temperature is displayed, either °C or °F, on the LCD when the machine is in standby mode. Use the ▲ (up) or ▼ (down) keys to set the required option followed by the ↵ (Edit) key to store/save it (indicated by the filled radio button).

7.6.8 Idle Screen Options

This menu allows the operator to configure the LCD so that it displays either the time or the time and water temperature with the standby message when idle. To configure the idle screen options, proceed as follows:

1. From the System Settings menu press the ▼ (down) key to highlight Idle Screen Options and press the ↵ (Edit) key to access the menu.

2. Press the ▼ (down) key to highlight the required option, eg Time and Temp (indicated by the filled radio button). The LCD will display the screen as shown opposite. Press the ↵ (Edit) key to return to the System Settings screen. With Idle Screen Options highlighted, verify that the status line confirms the option is set to Time and Temp.

3. Press the **X** (Exit) key until the machine exits the engineers program into standby mode. The LCD will display the standby message with the time and temp as shown.
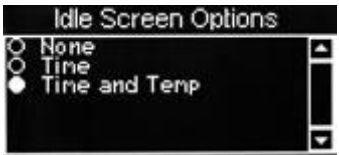
7.6.9 Service Mode Timeout

This menu allows the operator to set the time after which the machine will automatically switch from service mode to standby.
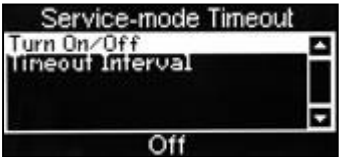
Select as required

Enter time in minutes after which the machine will automatically switch from service mode to standby.

7.6.10 Key-less Transitions

This menu allows the operator to turn On/Off the feature whereby entering a code enables the Free Vend and Jug Vend features.
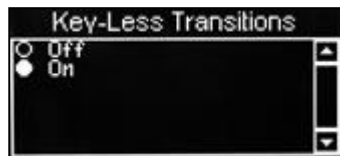
7.7 Security Codes Menu

The security code for entry into the Operators Program has a factory default which should be changed during installation to one for each individual company. On no account should this code be altered without first consulting your supervisor or manager.

7.8 Timed Events Menu

7.8.1 Time of Day Events

From this menu the operator can set up inhibited vend periods, free vend periods and discounted vend periods.

The following example describes how the operator can program the machine to free vend Instant Coffee, Cappuccino and Caffe Latte drink selections between 10:30 am and 02:30 pm on week days.

1. From the Main Menu press the ▼ (down) key until Timed Events is highlighted then press the ↵ (Edit) key twice to access the Time of Day menu screen. The LCD will display the screen as shown.

    N.B. Although event 1 is shown as Inhibit, it is possible for the operator to set event 1 as the first Free Vend or Discounted Vend period.

2. Press the ↵ (Edit) key to access the menu. The LCD will display the screen as shown. By default the current State is set to Off as indicated by the status line at the bottom of the screen.

3. Press the ↵ (Edit) key to access the State sub menu. Using the ▼ (down) key, set the state to On (indicated by the filled radio button). Press the ↵ (Edit) key to return to the Event 1 screen. Verify that the status line confirms the State is set to On.

State
○ Off
● On

4. Press the ▼ (down) key to highlight Event Type and press the ↵ (Edit) key to access the menu. Using the ▼ (down) key, set the Event Type to Free Vend (indicated by the filled radio button). Press the ↵ (Edit) key to return to the Event 1 screen. Verify that the status line confirms the Event Type is set to Free Vend.

Event Type
○ Inhibit
● Free Vend
○ Discount

5. Press the ▼ (down) key to highlight Start Time and press the ↵ (Edit) key. From this menu the operator sets the time at which the free vend period will start. Press the sequence **1-0-3-0**, using the drink selection keypad, to set the time. If necessary use the ▲ (up) or ▼ (down) key until AM appears in the dotted box.

Start Time
hh / mm / mode: 12 / 24
[10] : [30] [24]
Press Arrows To Select

6. Press the ↵ (Edit) key to return to the Event 1 screen. Verify that the correct start time is displayed in the status line at the bottom of the screen.

7. Press the ▼ (down) key to highlight Stop Time and press the ↵ (Edit) key. From this menu the operator sets the time at which the free vend period will end. Press the sequence **1-4-3-0**, using the drink selection keypad, to set the time.

Stop Time
hh / mm / mode: 12 / 24
[14] : [30] [24]
Press Arrows To Select

8. Press the ↵ (Edit) key to return to the Event 1 screen. Verify that the correct stop time is displayed in the status line at the bottom of the screen.

9. Press the ▼ (down) key to highlight Days Of Week and press the ↵ (Edit) key. The operator can now set the days on which the free vend period will take place. Upon entry to the sub menu, the first day, Monday will be highlighted with an empty box. Pressing the ↵ (Edit) key will select the day, indicated by an X appearing in its adjacent box.

Days Of Week
☒ Tuesday
☒ Wednesday
☒ Thursday
☒ Friday
☐ Saturday
Start (?)= Set or Clear All

Using the ▼ (down) key and the ↵ (Edit) key, highlight and select additional days of the week that the free vend period will take place. When complete press the **X** (Exit) key to return to the Event 1 screen.

10. Press the ▼ (down) key to highlight Selections and press the ↵ (Edit) key. The operator can now set the drink selections that will be available during the free vend period. Upon entry to the sub menu, the Freshbrew Coffee selection will be highlighted with an empty box. Pressing the ↵ (Edit) key will select the drink, indicated by an X appearing in its adjacent box.
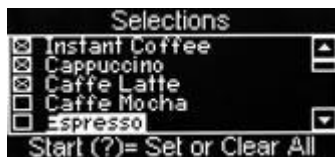
Using the ▼ (down) key and the ↵ (Edit) key, highlight and select additional drink selections that will be available during the free vend period.

Tip: - Items 9 & 10: To set the required days/selections quickly, press the **START/?** key to check all boxes, then using the ▼ (down) key, scroll and highlight the days/selections not required and press the ↵ (Edit) key to remove the X from the corresponding box.

11. Press the **X** (Exit) key three times to return to the Timed Events Menu.

Using the previous sequence the operator can quickly and easily set up additional free vend periods, inhibit vend or discount vend periods if required.

When setting up a discount price period it is necessary for the operator to enter a value for the discount. Follow the procedure as described previously to enter a discount vend period and set the state, start time, stop time and days of the week that the event will occur.

1. The operator can now enter a Discount menu in order to enter a discount value as a percentage (%). The LCD will display a screen similar to the one shown opposite. With Discount highlighted, press the ↵ (Edit) key to access the Discount screen.

2. To enter the discount value, e.g. 50%, press the sequence 5-0 using the appropriate number keys on the drink selection keypad. Press the ↵ (Edit) key to return to the 11 (Discount) screen and verify that the status line displays the discount percentage value entered.

3. Press the **X** (Exit) key three times to return to the Main Menu screen.

N.B. When machine is fitted with a coin mechanism, please ensure that discount value entered can be supported by the coin tubes.
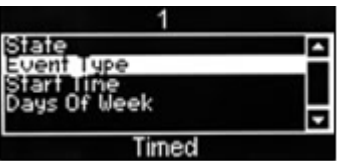
7.8.2 Sanitation Events Menu

This sub menu allows the operator to select periods when the machine will automatically flush through the water system via the 12 flush periods available. The default setting for all flush periods is Off.

1. From the Main Menu press the ▼ (down) key until Timed Events is highlighted then press the ↵ (Edit) key.

2. Once in the Timed Events menu press the ▼ (down) key to highlight Sanitation Events Menu then press the ↵ (Edit) key. The LCD will display the screen as shown.
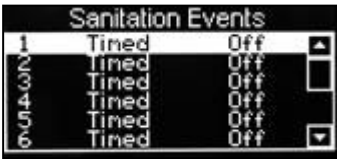
The following example describes how the operator can program a timed event to flush the water system at 07:00 am, every day.

1. To set up the first timed flush, press the ↵ (Edit) key to access the 1 Timed sub menu. The LCD will change and display the screen as shown. By default the current State is set to Off as indicated by the status line at the bottom of the screen.

2. Press the ↵ (Edit) key to access the State sub menu. Using the ▼ (down) key, set the state to On (indicated by the filled radio button). Press the ↵ (Edit) key to return to the 1 (Timed) screen. Verify that the status line confirms the State is set to On.

3. Press the ▼ (down) key to highlight Event Type. By default the event is set to Timed as indicated by the text displayed in the status line at the bottom of the screen. Therefore it is not necessary for the operator to enter this sub menu.

4. Press the ▼ (down) key to highlight Start Time and press the ↵ (Edit) key. From this menu the operator sets the time at which the sanitation event will start. Using the drink selection keypad, press the sequence **0-7-0-0** to set the time. If necessary use the ▲ (up) or ▼ (down) key until AM appears in the dotted box.

5. Press the ↵ (Edit) key to return to the 1 (Timed) screen. Verify that the correct start time is displayed in the status line at the bottom of the screen.

6. Press the ▼ (down) key to highlight Days Of Week and press the ↵ (Edit) key. From this menu the operator can set the days on which the sanitation event will take place. To select every day (Monday - Sunday), press the START/? key on the drink selection keypad. The program automatically places an X in every box indicating that each day is selected.

N.B. To select individual days, scroll through the menu using the ▲ (up) or ▼ (down) keys until the required day is highlighted. Press the ↵ (Edit) key to select the day, indicated by an X appearing in its adjacent box.

7. Press the X (Exit) key three times to return to the Timed Events Menu. Using the sequence described above the operator can quickly and easily set up additional sanitation event periods for the machine.

It is also possible for the operator to program up a post vend sanitation event. The following example describes how the operator can program a post vend event to flush the water system 12 minutes after each vend.

1. From the Main Menu press the ▼ (down) key until Timed Events is highlighted then press the ↵ (Edit) key. Once in the Timed Events menu press the ▼ (down) key to highlight Sanitation Events Menu then press the ↵ (Edit) key. Press the ▼ (down) key until the first Post Vend event is highlighted. The LCD will display the screen as shown.

2. With Post Vend highlighted, press the ↵ (Edit) key to access the 7 Post Vend sub menu. The LCD will change and display the screen as shown. By default the current State is set to Off as indicated by the status line at the bottom of the screen.

3. Press the ↵ (Edit) key to access the State sub menu. Using the ▼ (down) key, set the state to On (indicated by the filled radio button). Press the ↵ (Edit) key to return to the 7 (Post Vend) screen. Verify that the status line confirms the State is set to On.

4. Press the ▼ (down) key to highlight Event type. By default the event is set to Timed as indicated by the text displayed in the status line at the bottom of the screen. Therefore it is not necessary for the operator to enter this sub menu.

5. Press the ▼ (down) key to highlight Delay. The status line indicates the factory default delay which is set to 0.1hrs (6 minutes). To change the value so that the machine will self-clean 12 minutes after a drink is vended press the ↵ (Edit) key to access the Delay sub menu. The LCD will display the screen as shown. Using the drink selection keypad, press the sequence **0-0-2** to set the new delay.

   Press the ↵ (Edit) key and verify that the status line confirms that Delay (when highlighted) is set to 0.2hrs.

6. Press the X (Exit) key three times to return to the Timed Events Menu. Using the sequence described above the operator can quickly and easily set up additional post vend sanitation event periods for the machine if required.

   N.B. A sanitation event, either timed or post vend, dispenses water into the waste bucket. If the waste bucket reaches its full limit the machine will be "Out Of Service".

7.8.3 Backup Events Menu

This sub menu allows the operator to program the machine to perform an automatic backup of all user configurable settings and sales data stored in its memory. The default setting for Backup Events is Off.

1. From the Main Menu press the ▼ (down) key until Timed Events is highlighted then press the ↵ (Edit) key.
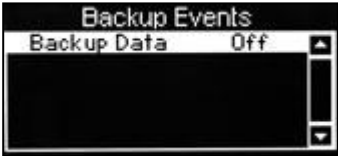
2. Once in the Timed Events menu press the ▼ (down) key twice to highlight Backup Events Menu then press the ↵ (Edit) key. The LCD will display the screen as shown.

3. Press the ↵ (Edit) key to access the 1 Backup Data sub menu. The LCD will change and display the screen as shown. By default the current State is set to Off as indicated by the status line at the bottom of the screen.

5. Press the ↵ (Edit) key to access the State sub menu. Using the ▼ (down) key, set the state to On (indicated by the filled radio button).

6. Press the ↵ (Edit) key and verify that the status line confirms the State is set to On.

7. Press the ▼ (down) key to highlight Start Time and press the ↵ (Edit) key. Using the drink selection keypad, set the time at which the Backup event will start.

8. Press the ↵ (Edit) key and verify that the correct start time is displayed in the status line at the bottom of the screen.

9. Press the ▼ (down) key to highlight Days Of Week and press the ↵ (Edit) key. From this menu the operator can set the days on which the Backup event will take place. To select everyday (Monday - Sunday), press the START/? key on the drink selection keypad. The program automatically places an X in every box indicating that each day is selected.

    N.B. To select individual days, scroll through the menu using the ▲ (up) or ▼ (down) keys until the required day is highlighted.

10. Press the ↵ (Edit) key to select the day, indicated by an X appearing in its adjacent box.

7.8.4 Energy Saving Events Menu

This sub menu enables the Operator to program in periods when the machine can be in an energy saving mode. In this mode the water in the boiler is not maintained at the normal vend temperature, but at a lower temperature of 68°C.

During the Energy Saving periods programmed into the machine, vends can still be dispensed, although none of the drink section buttons are illuminated and the message "Power Saving Mode" is displayed on the LCD. By pressing any one of the buttons on the keypad the LCD message changes to "Water Tank Heating". The machine reverts back to "Power Saving Mode" ten minutes after the last vend, if still within the Energy Saving Events period. The default setting for these Events is Off.

1. From the Main Menu press the ▼ (down) key until Timed Events is highlighted then press the ↵ (Edit). Press the ▼ (down) key three times to access the Energy Saving Events menu screen. The LCD will display the screen as shown.
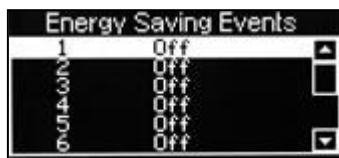
2. Press the ↵ (Edit) key to access the menu. The LCD will display the screen as shown. By default the current State is set to Off as indicated by the status line at the bottom of the screen.
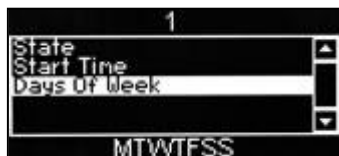
3. Press the ↵ (Edit) key to access the State sub menu. Using the ▼ (down) key, set the State to On (indicated by the filled radio button). Press the ↵ (Edit) key to return to the Event 1 screen. Verify that the status line confirms the State is set to On.

4. Press the ▼ (down) key to highlight Start Time and press the ↵ (Edit) key. From this menu the operator sets the time at which the Energy Saving period will start. Enter the start time in the sequence 1-7-3-0, using the drink selection keypad

5. Press the ↵ (Edit) key to return to the Event 1 screen. Verify that the correct start time is displayed in the status line at the bottom of the screen.

6. Press the ▼ (down) key to highlight Stop Time and press the ↵ (Edit) key. From this menu the operator sets the time at which the Energy Saving period will end. Enter the time using the drink selection keypad. If necessary use the ▲ (up) or ▼ (down) key to display AM or PM as required.

7. Press the ↵ (Edit) key to return to the Event 1 screen. Verify that the correct stop time is displayed in the status line at the bottom of the screen.

8. Press the ▼ (down) key to highlight Days Of Week and press the ↵ (Edit) key. The operator can now set the days on which the Energy Saving period will take place. Upon entry to the sub menu, the first day, Monday will be highlighted with an empty box. Pressing the ↵ (Edit) key will select the day, indicated by an X appearing in its adjacent box.
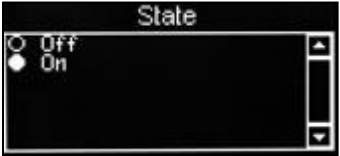
    Using the ▼(down) key and the ↵ (Edit) key, highlight and select additional days of the week that the Energy Saving period will take place. When complete press the X (Exit) key to return to the Event 1 screen.

    Tip: To set the required days/selections quickly, press the START key to check all boxes, then using the ▼ (down) key, scroll and highlight the days/selections not required and press the ↵ (Edit) key to remove the X from the corresponding box.

9. Press the **X** (Exit) key three times to return to the Timed Events Menu.

Section 8 - Dispense Pipe Lengths

There are two sizes of pipe used on an Infinity machine which can be replaced by the Operator,

- CoEx outlet – 8mm x 13mm

- All others 6mm x 10mm

To replace pipes.

1. Open cabinet door and extend the delivery head by pressing 8 on the service keypad.

2. Using the above information about pipe size connect the pipes to the dispense head; the numbers on the diagram below indicate which mixing bowl/brewer should be connected to which nozzle.

3. The pipes should be cut to such lengths that when the head is in this extended position they are not too taut and neither does the pipe sag below the delivery head.
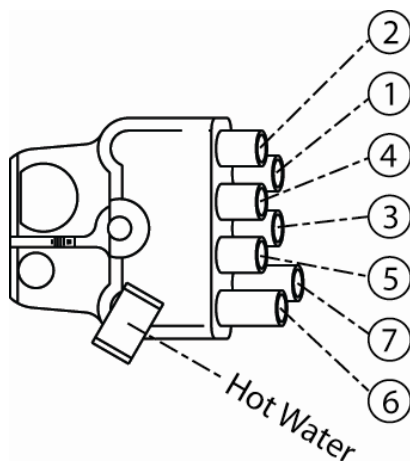
Section 9 - Recommended Spare Parts

The spares items listed on the following pages are available from your machine supplier and will ensure long and trouble free service from your machine.

9.1   Hygiene Kits

Description	Part No.	Hygiene Kit – Part No. and item quantity per kit		
		VCH HYG KIT Instant / base kit	VCH HYG TEA Oltre tea brewer	VCH HYG COF83 Oltre coffee brewer
CHUTE LH LONG	PL01441000	4		
CHUTE RH LONG	PL01442000	5		
BOWL MIXING GREY	PL01967000	5		
IMPELLER GY	PL01970000	5		1
STEAM TRAP	PL10187000	5		1
WHIPPER BASE EXTD ARM	PL10188001	5		1
WHIPPER BODY	PL10992000	5		1
PIPE SIL 8mm x 12.5mm	SI01171960	0.65m		
PIPE SIL 6mm x 9.5mm	SI04345960	3m		
CLEARING RIBBON	PL13450000		1	1
STEAM TRAP	PL13454000		1	1
BOWL -MIXING	PL13455000		1	1
SPOUT-ID4 TEA	PL13477000		1	
TEA CHAMBER ASSY 73mm	PL13532000		1	
PIPE SIL 8mm x 12.5mm	SI01171960		0.65m	
COFFEE CHAMBER ASSY 83mm				1
SPOUT-ID6 COFFEE	PL13478000			1
MIXING BOWL DUAL INLET	PL13716000			1
PIPE SIL 8mm x 12.5mm	SI01171960			0.65m

An all instant VOCE will require: 1 x VCH HYG KIT
A VOCE with an Oltre tea brewer will require: 1 x VCH HYG KIT & 1 x VCH HYG TEA
A VOCE with Oltre tea and coffee brewers will require: 1 x VCH HYG KIT & 1 x VCH HYG TEA & 1 x VCH HYG COF83

9.2   Dispense Area Components
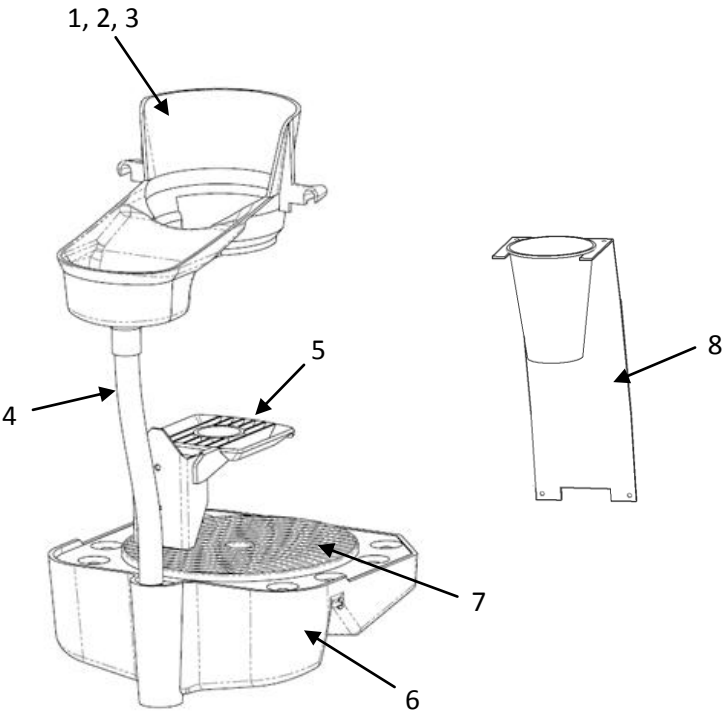
Ref No.	Part No.	Item Description
1	PL13126000	Cup Catcher Moulding - Squat Cup
2	PL13125000	Cup Catcher Moulding - Tall Cup
3	PL13128000	Cup Catcher Moulding - 12oz Cup
4	S101142960	Silicon pipe - 16mm OD
5	PL04589000	Cup stand
6	PL13802000	Drip tray
7	PL10274000	Grille - drip tray
8	MT11611000	Drip Catcher Bracket

Section 10 - Error Messages and Simple Problem Solving

10.1 Error Messages

The table below lists the error messages that may be encountered and, where applicable, offers the operator solutions for curing them.

⚠ **Safety First!** Should the solution given not cure the problem, or the fault requires the assistance of a trained service engineer, DO NOT ATTEMPT TO CURE THE FAULT YOURSELF. Contact your machine supplier for assistance.

Error message	Cause	Solution
Co-Ex® Clean Recommended	Co-Ex® brewer has not been routinely cleaned	Perform a tablet clean (button10) using the service keypad at earliest opportunity
Co-Ex® Clean Required	The cleaning routine has not been followed & the Co-Ex® brewer disabled	Perform a tablet clean (button10) using the service keypad immediately
Co-Ex® Setup Required	Co-Ex® brewer has not been setup	Call an engineer, Freshbrew and B2C drinks cannot be dispensed
Out Of Cups Please Insert Mug	Cup stacks empty SureVend™ has detected an error with the cup drop unit	Refill cup stacks with correct size and type of cup. Check the CDU, if error remains call engineer
Please Remove Cup	A cup or mug has been left in the vend area	Remove the cup or mug to cancel the error
Sorry Out of Service — Mug Sensor Error	Fault with mug sensor	Switch off the power and call an engineer
Sorry Out of Service — No IO Comm	Communications fault	
Sorry Out of Service — Brewer Not Homed	Brewer has not returned to its home position	
Sorry Out of Service — Brewer Jam	Brewer mechanism faulty	
Sorry Out of Service — Head Not Homed	Dispense head has not returned to its home position	
Sorry Out of Service — Head Not Extended	Dispense head has not moved to its extended position	
Sorry Out of Service — No Monetary Device	The monetary device is not connected or has been configured incorrectly	
Sorry Out of Service — Invalid Temperature	The temperature device is disconnected or faulty	
Sorry Out of Service — Water Tank Leak	The dispense valve is leaking	

Error message		Cause	Solution
Sorry Out of Service	Low Water	The machine is filling	Wait for the machine to fill with water
	Fill Timeout	The machine has failed to fill with water	Check that the water supply to the machine is connected and turned on
	Water Tank Heating	The water is heating to the correct operating temperature	Wait for the machine to heat up and enter standby mode
	Waste Bucket Full	The waste bucket is full	Empty, clean and refit the waste bucket
	Rinsing	Operator/engineer running the rinse program	Wait until machine completes rinse cycle and returns
	Out of Coffee	Fresh beans canister and/or freshbrew canister empty (B2C machines)Bean canister shut-off closed	Refill bean canister with fresh beans and/or coffee canister with freshbrew coffee Fully open bean canister shut- off (**see sub-section 4.5.6 Fresh Bean Canister - B2C machines for full details**)

10.2 Simple Problem Solving

In the unlikely event of the machine developing a problem, details are given in the table below on how to deal with common faults that can be easily remedied by the operator.

> ⚠ **Safety First!** Should the remedy given below not cure the problem, or the fault is not listed, **DO NOT ATTEMPT TO CURE THE FAULT YOURSELF**. Contact your machine supplier for assistance.

Fault	Possible Cause	Remedy
Waste bucket overflowing	Level sensor incorrectly located in the bucket	Ensure sensor is positioned correctly in the bucket
Incorrect drinks dispensed	Ingredient canisters located incorrectly	Refit canisters into their correct positions
Leaking from dispense area	Mixing system/'O' ring fitted incorrectly	Refit correctly and ensure that all mixing stations are water tight
Blank LCD display	Electricity supply turned off	Ensure electricity supply is turned on at the mains
Cups jamming	Incorrect cup size	Remove cups from cup stack and replace with correct size cups
No change given from change giver (where fitted)	Coin tubes jamming Coin tubes empty or below pre-set level	Clear coin tubes and check for blockage Check and refill coin tubes where necessary
Low water indicated on LCD display	Water supply turned off	Ensure water supply is turned on at stop tap

Fault	Possible Cause	Remedy
Carbonated drinks not "fizzy"	CO2 gas bottle empty	Check and if necessary replace
'Selection Not Available' on LCD and machine will not vend coffee based drinks (B2C machines)	Waste counter has reached maximum number of vends dispensed through CoEx® brewer	Empty coffee waste bin and reset waste counter (**see sub-section 5.12 Button 12 - Reset Waste Counter (F/Brew & B2C Machines) for details**)

10.3 Machine Leaking

Should the machine develop a leak, switch off the mains water supply at the stop-tap and if safe to do so, switch off the mains electricity supply. Contact your machine supplier for further assistance.

⚠️ **Safety First!** Do not attempt to repair the machine yourself.

Section 11 - Decommissioning Your Machine

1. Should the machine need to be shut down for short periods, for example over a long weekend, no special treatment is required. The machine should be thoroughly cleaned before the site is closed down and on return it is advisable to vend each drink type to ensure correct operation and to "freshen up" the machine.

2. If the machine is to be moved or transported, remove all ingredients and thoroughly clean the machine. Contact the supplier of the machine as only fully trained service engineers should carry out the decommissioning of a machine as all water systems need to be drained.

VOCE

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Visit our **Spares Online** for your Voce parts and for other parts and documentation for the Crane range. To find this and other manuals and technical information for the Crane Merchandising Systems range go to **www.cmsspares.eu**

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