

SERVICE MANUAL

MODEL: GO-326



November, 2005

REV C

TABLE OF CONTENTS

| | |
|---|-----------|
| I INTRODUCTION..... | 4 |
| II INSTALLATION..... | 5 |
| 2.1 COMPONENTS OF THE MACHINE | 5 |
| 2.2 UNLOADING THE VENDING MACHINE..... | 6 |
| 2.3 LOCATION | 8 |
| 2.4 LEVELING & POWER | 8 |
| III SETTING FOR SALES | 10 |
| 3.1 LOAD PRODUCTS | 10 |
| 3.2 DISPLAYING DRINKS BEHIND WINDOW | 13 |
| 3.3 LOADING COINS TO MONEY CONTROL UNIT | 13 |
| 3.4 SETTING PRICES..... | 14 |
| IV SERVICE MODE..... | 16 |
| V SERVICE AND MAINTENANCE | 18 |
| 5.1 GENERAL MAINTENANCE | 18 |
| 5.1.1 <i>Cleaning</i> | 18 |
| 5.1.2 <i>Clearing jams</i> | 18 |
| 5.2 SERVICE & TECHNICAL INFO | 20 |
| 5.2.1 <i>Electronic Money Control</i> | 20 |
| 5.2.2 <i>Vending Motor</i> | 22 |
| 5.2.3 <i>Refrigeration Unit</i> | 24 |
| 5.2.4 <i>Electrical Schematic</i> | 26 |
| MANUFACTURER'S WARRANTY..... | 28 |

Please record the Model Number and Serial Number of your vending machine below. They are necessary to obtain quick service and parts information for your machine. The numbers are available on the Identification plate located on the backside of the cabinet of the vendor.

Model Number: _____
Serial Number: _____

I INTRODUCTION

Congratulations on the purchase of your new vending machine. In this manual you will find simple yet useful information on how to install and maintain your vending machine.

Specifications:

| | |
|----------------|--------------------------------|
| Weight: | 520 lbs |
| Power: | 110 VAC 60 Hz |
| Size: | 32 1/2"W x 72"H x 28"D |
| Capacity: | Up to 244 snacks, 145 drinks |
| Selections: | 19 for snacks and 6 for drinks |
| Refrigeration: | R134A CFC-Free |

Operating Temperature: 32F to 90F Indoor only

**For service or questions contact:
Genesis Manufacturing Inc.
7E Terminal Road
West Hempstead, NY 11552
Tel: 516-483-2222
Fax.: 516-483-2168
Email:
services@genesismanufacturing.com**

The whole package includes:

1. Vending machine
2. This manual
3. Two sets of keys containing 3 keys in each set. The first set is for the front door. The second set is the key to the electronic money control tray. Please note once we ship out the vending machine we do not have copies of keys. It is strongly recommended to make copies of your keys just in case it is lost.
4. A set of price tags to insert for display.
5. 2 pieces of spacers for 8.5 oz drinks.

II INSTALLATION

2.1 Components of the machine

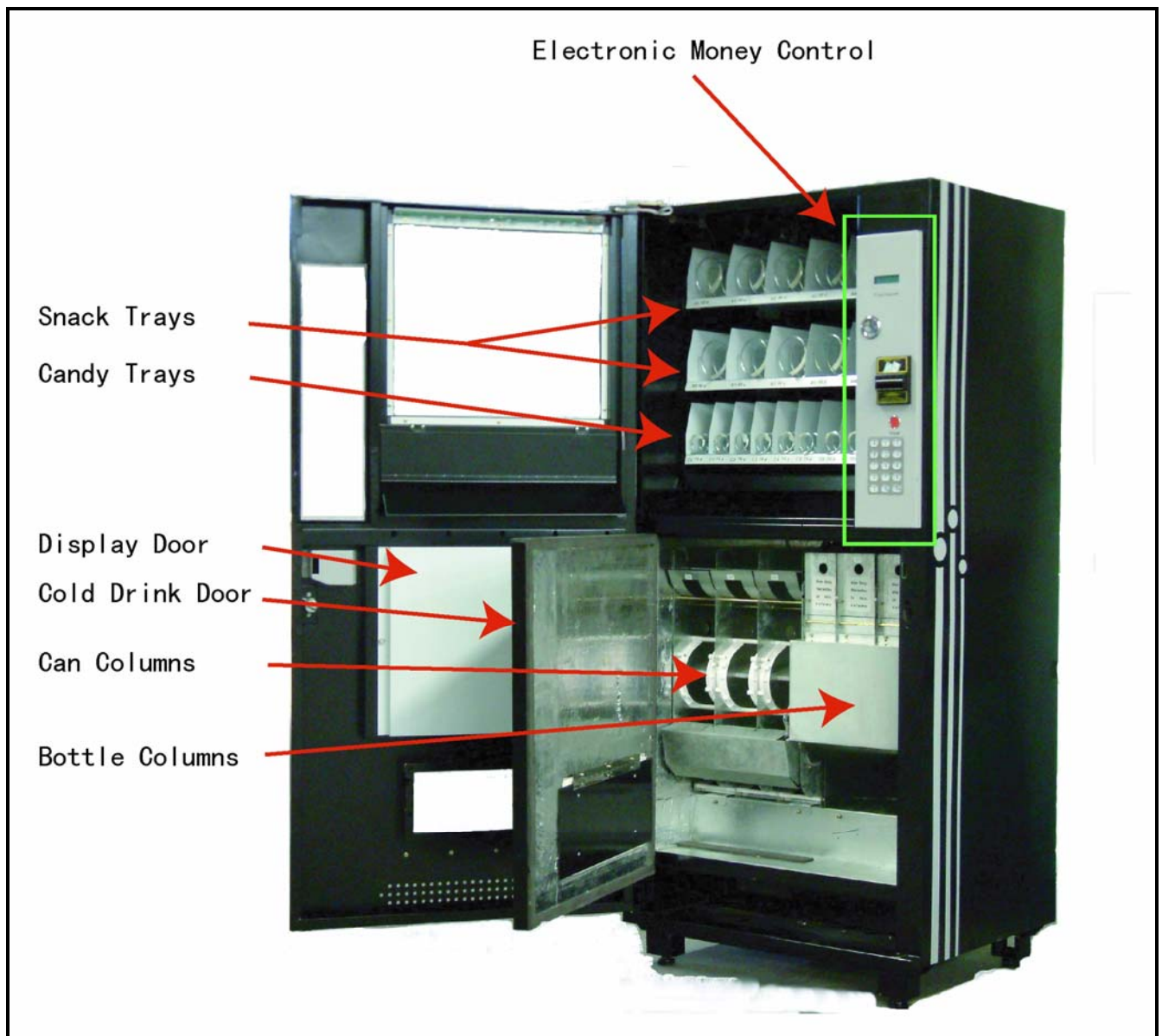


Fig 1 Components of the machine

2.2 Unloading the vending machine

Caution:

You must have two persons to perform the unloading.

1. Remove the cardboard box wrapped in the vending machine. Do not use razor.
2. Remove two (front and back) metal plates with a screwdriver as indicated on Fig. 2.
3. With one person holding on the left side, another person tilt the machine upward slightly from the right side. With the machine upward, remove right side block. Fig 3
4. Gently lower the machine, it will sit on its own legs. Fig 4
5. With one person holding on the right side, another person tilt the machine upward slightly from the left side. With the machine upward, remove the rest of wood skid. Fig 5
6. Gently lower the machine. Fig 6



Fig 2 Remove the metal plates



Fig 3 Tilt upward and remove skid



Fig 4 Let the machine drop



Fig 5 Tilt upward and remove skid



Fig 6 Let the machine drop

2.3 Location

Caution:

If the machine is tilted more than 45 degrees during installation, you must let it rest for 12 hours before plugging in the power. Not doing so could damage the refrigerator unit and void warranty.

- ◆ Please note this machine is intended for indoor use only.
- ◆ Choose an area where it is close to an electrical outlet.
- ◆ Make sure to leave one inch of space from the wall. This will allow the refrigeration unit to have good air circulation.
- ◆ Insert the key and turn clockwise, the handle will pop out. Turn the handle counter clockwise until door opens.



Fig 7 Insert key and turn handle

2.4 Leveling & Power

- ◆ Make sure the bottom of the machine is leveled. If not, the machine will not function properly.
Fig 9.
- ◆ Plug the machine into a 110 VAC outlet.
- ◆ It is recommended NOT to use an extension cord. If it must be used, the extension cord

must be a 16 gauge three wire type.

- ◆ Depending on your local climate; it will take about 24 hours for the machine to reach operating temperature of 38°- 45° F.



Fig 8 Level the machine by adjusting the leveler

III SETTING FOR SALES

In order to get the machine ready for sales, we need do the following:

- 1) Load products
- 2) Display drinks on product window.
- 3) Load coins
- 4) Set prices and apply price tags

3.1 Load Products

Make sure front door is fully opened first.

For Snacks and Candy:

- ◆ Rows A0-A3 can hold 7 snacks in each row. (7snacks x 4 rows=28 snacks)
- ◆ Row A4 can hold 10 snacks.
- ◆ Rows B0-B3 can hold 7 snacks in each row. (7 snacks x 4 rows=28 snacks)
- ◆ Row B4 can hold 10 snacks.
- ◆ Rows C0-C8 can hold 15 snacks in each row. (15 snacks x 9 rows=135 snacks)

(Please note the coil settings are the original settings from the factory. You may change the size of the coils to accommodate your products. These different sized coils are available in our parts department.)

- ◆ Pull the product tray out (one at a time), by holding the level down. The tray automatically tilts downward for easy operation.
- ◆ Load products in between the coil while products sit on the tray.
- ◆ After products are loaded, tilt the shelf upwards and push it back to its original position.

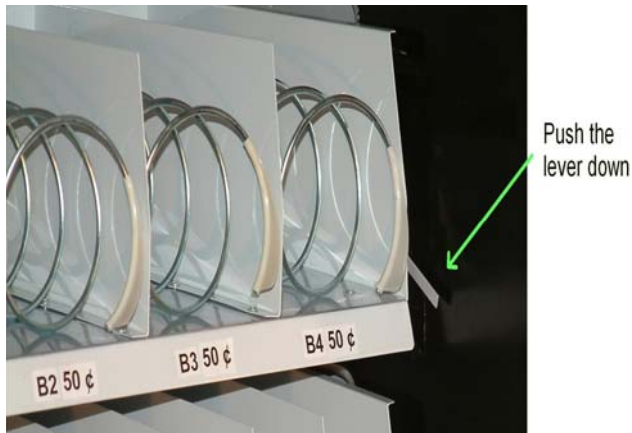


Fig 9 Push the lever down



Fig 10 Pull and tilt the tray



Fig 11 Proper way to load the candy



Fig 12 Proper way to load chips

For Canned and Bottled

- ◆ There are three columns for 12 oz cans, one column for 0.5 liter (16.9oz) water bottles or 8.5 oz cans and two columns for most 20 oz bottles.
- ◆ D0-D2 can hold 35 cans. (35 cans x 3 columns=105 cans)
- ◆ D3 can hold 11 bottles of 16 oz. drinks.
- ◆ D4 and D5 can each hold 11 bottles of 20 oz. drinks. (11bottles x 2 columns=22 bottles)
- ◆ Cans can be loaded into the columns in either direction, the last 5 cans sit on top of the ram.
- ◆ To load bottled drinks, keep in mind there are two sections. You must load the back section

first by pulling the metal shield down. After, close the metal shield and load the bottled drinks on the front section. We recommend you alternate the direction of the bottles, bottle cap facing in and bottle cap facing out.

- ◆ The 16 oz column can also be used to vend 8.5 oz energy cans, to do that; a spacer must be used to ensure the fit of the 8.5 oz. cans in the 16 oz. column. Please note if putting in 8.5 oz. canned drinks you must insert it with the lid facing inside.
- ◆ After loading the bottles, you need to remove the sold-out display on the LCD. You can accomplish that by either make a purchase or enter and exit the service mode (chapter 4).



Fig 13 Load the last 5 cans onto the ramp

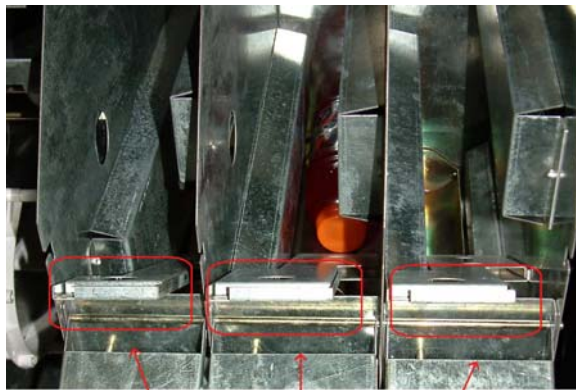


Fig 14 Load the back first



Fig 15 Load the front last



Fig 16 8.5 oz drink spacer

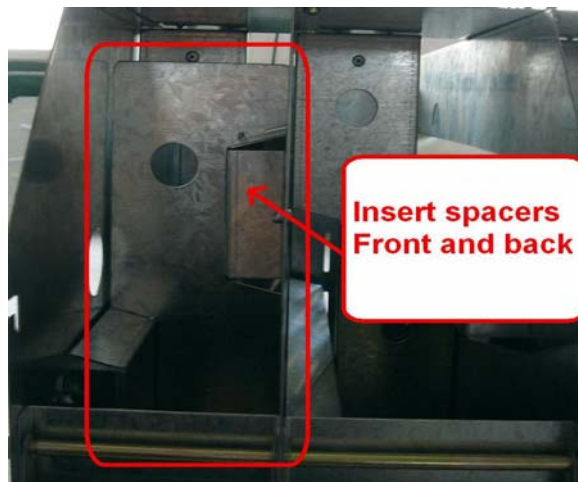


Fig 17 Insert spacers

3.2 Displaying drinks behind window

- ◆ Loosen the screw at left behind the display window.
- ◆ Pull out the white shield and place the drinks as desired for display.
- ◆ Place price tag and close the white shield and tighten the screw.

3.3 Loading coins to money control unit

Before setting prices you must load coins into the money changer first. It is recommended to fill up the coins at least three quarters full in order for the machine to have sufficient coins to work effectively. To load coins:

- a) Pull out the Electronic Money Control unit (Fig 1)
- b) Remove the bill tray.
- c) Insert coins into each tube, the tubes hold 112 dimes, 77 nickels and 86 quarters, total=\$36.55.
- d) To dispense coins, you can press 5C to dispense nickels, press 10C to dispense dimes and press 25C to dispense quarters.
- e) Return the bill tray to its original position.

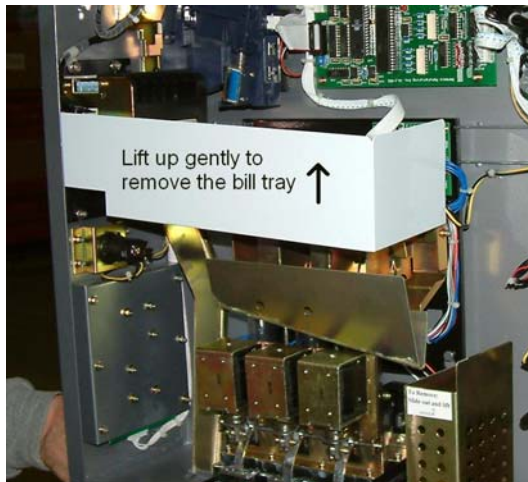


Fig 18 Remove the bill tray

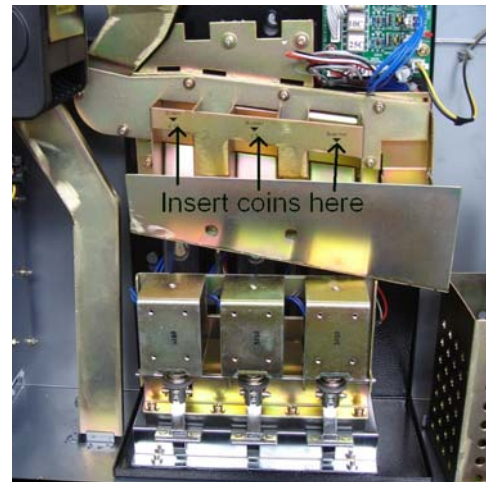


Fig 19 Insert coins

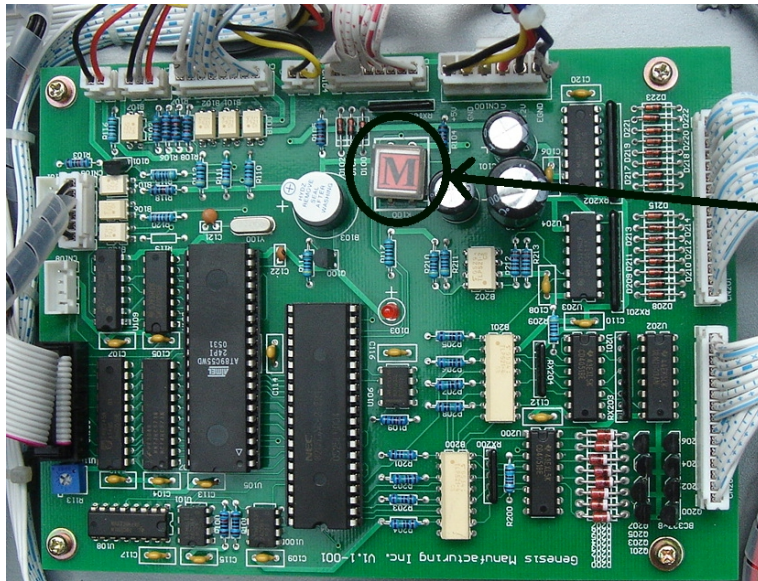
3.4 Setting prices

The last step is to set each item on the Money Control Unit. (Please also review Chapter IV for full function of service mode)

- a) Push the service mode button for 5 sec.
- b) You should be able to see *Service Mode Genesis Mfg V x.x* on the LCD panel.
- c) Scroll down to *Price Setting* function. Use the arrows keys (keys "9" and "0") as indicated.
- d) You are now able to set your prices for each product starting with A0 all the way to D5.
- e) Please note the prices increase and decrease from increments of 5 cents. For example, if you want to set the price for A3, you can simply press A3 on the keypad and press the arrow facing up to increase the price or press the arrow facing down to decrease the price. Once you've changed the price you can move on to the next item by pressing the desired item number.
- f) If all the items have been set up, all you need to do is press the red service mode button once and you're done.

Note:

It is highly recommended to test every item (at least 2 times each) to make sure the products are vending properly as well as the prices are set as desired.



Push the service button
for five seconds

Fig 20 Push the service button for 5 sec

IV SERVICE MODE

In this section you will find the functions of each service mode. There are three main uses for the service modes. The first one is the ability to test each individual function. The second usage is the ability to set options such as prices. The third function of the service mode provides sales history and cash history.

To activate the service mode, push the service mode button on the control board for 5 sec. The LCD display will change *Service Mode Genesis Mfg Vx.x. .* (Note: The service mode will automatically exit if there is no activity for 60 sec.) Use the arrow keys (key "9" and "0") to scroll the menu.



Fig 21 Key Pad

- ◆ **Motor count** will tally up how many motors you have in the vending machine. Press any key to display the record.
- ◆ **Coin Dispensing** allows you to dispense coins. Press 1 to dispense 5 cents, press 2 for 10 cents and press 3 to release 25 cents.
- ◆ **Sales History** displays the total vend counts. Press any key to display the record. Please note the vend counts is accumulated from day one and cannot be changed or reset.
- ◆ **Cash History** displays total cash counts. Press any key to display the record. Please note

the accumulated amount is from day one and cannot be changed or reset.

- ◆ The **Re-settable Vend Counter** displays total vend after the last clear. Press any key to display the record.
- ◆ The **Re-settable Cash Counter** displays total cash received after the last clear. Press any key to display the record.
- ◆ The **Clear Re-settable History** function clears the “**Re-settable Vend Counter**” and “**Re-settable Cash Counter**” history. This can be done by simply pressing C and C again to clear.
- ◆ The **Price Setting** function allows you to set the price for each item. Please note the prices increase and decrease from increments of 5 cents. For example, if you want to set the price for A3, you can simply press A3 on the keypad and press key “9” to increase the price or key “0” to decrease the price. Once you’ve changed the price you can move on to the next item by pressing the desired item number. If all the items have been set up, all you need to do is press the red service mode button once and you’re done.
- ◆ The **Motor Testing** function tests the motor of each individual item number. For example, if you want to test B5 all you have to do is press B5 and it will test to make sure B5 is working properly.
- ◆ The **Test All Motor** function tests **all** motors. You can press any key on the keypad and it will immediately start testing all motors even if the motor doesn’t exist. Please note this process may take as long as 5 to 10 minutes. If at any time you want to stop the process you can simply press any key to stop the test.
- ◆ The **Force-Vend Mode** is automatically set to No. Consumers do not need to make any purchase to receive change. When consumers insert any bills or coins into the money unit they can press the red change button to receive change. When set to yes, consumers are forced to purchase a product before they can receive change. Press any key to change to Yes.
- ◆ The **Multi-Vend Mode** is automatically set to Yes. When consumers purchase a product they will have to either continue purchasing until the money is used up or press the red change button to receive change. When set to No, consumers automatically receive change after making a purchase. Press any key to change to No.
- ◆ The **Exit Service Mode** simply means exit service mode. Press any key to exit.

V Service and Maintenance

5.1 General Maintenance

5.1.1 Cleaning

Clean the cabinet with a damp cloth. Do not use ammonia based window cleaners to clean product display windows. They might discolor the windows.

To lower your electric costs and minimize service, it is very important to clean the condenser monthly. The condenser is located at the front of the machine. You can use compressed air or vacuum to clean the condenser. A stiff brush may also help.

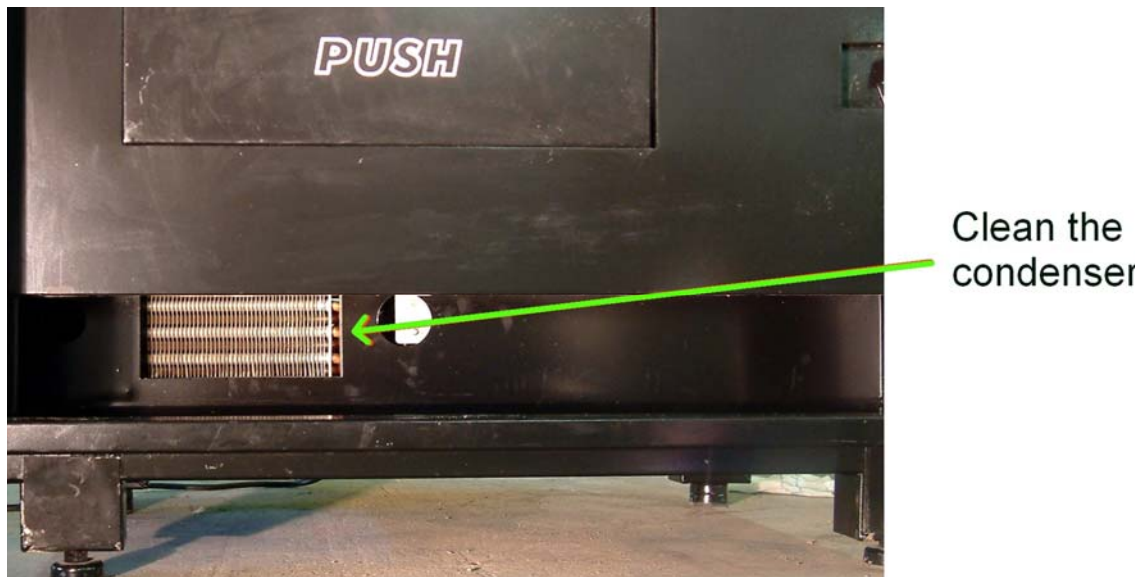


Fig 22 Clean the condenser

5.1.2 Clearing jams

To clear jams on the bill validator, push the spring buttons on both sides of the validator and pull down. Remove jammed bill and clean the lenses and belts with an alcohol swab.

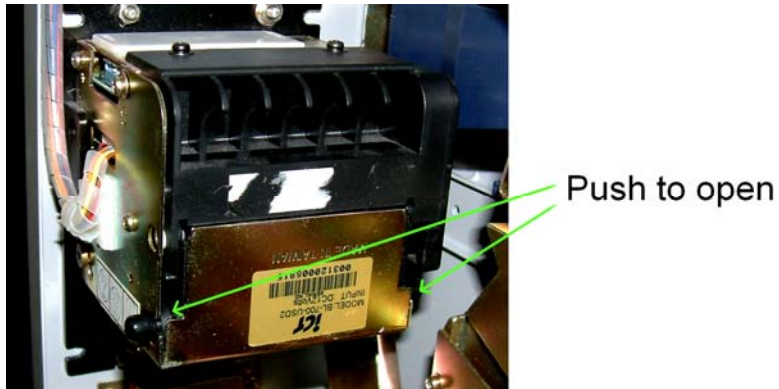


Fig 23 Open the bill validator

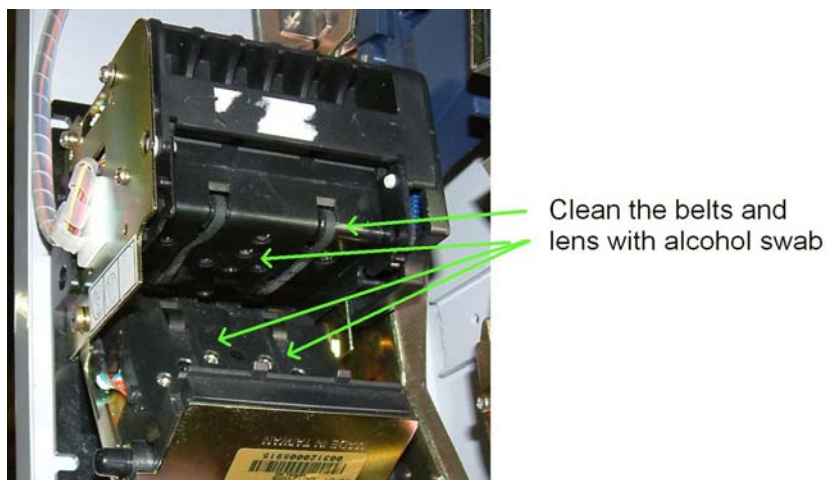


Fig 24 Clean the belts and lens

To clear jams on the coin changer

Try to push the activation button on the changer that will release the coins on the corresponding tube. If that doesn't work, unplug two connectors and push the changer up. The changer will come out easily. Clear the jams by dumping all the coins into a box.

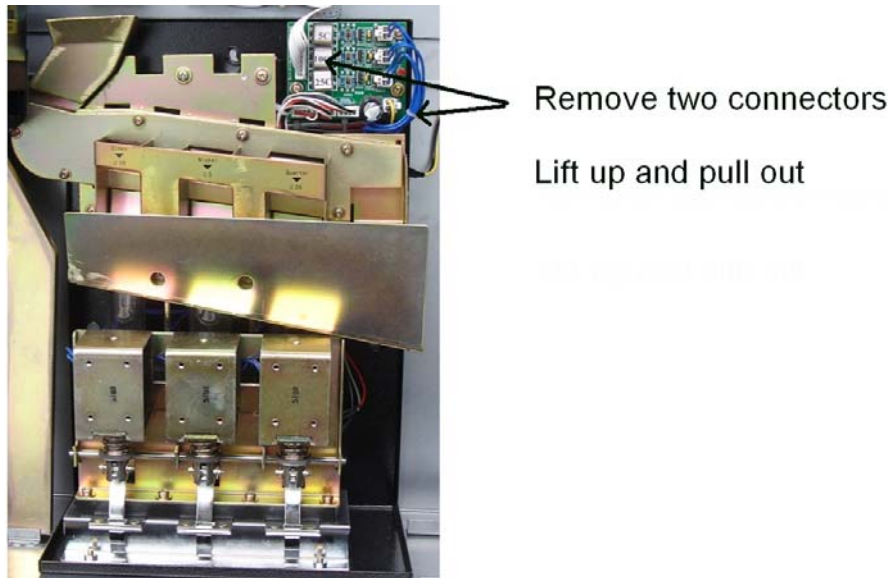


Fig 25 Changer

5.2 Service & Technical Info

The machine is composed of three subsystems; each is dedicated to perform its own function:

1. Electronic Money Control (EMC)
2. Vending Motor
3. Refrigeration unit

The following paragraphs describe each subsystem and how to service and maintain it.

5.2.1 Electronic Money Control

The Electronic Money Control (EMC) controls the machine. It receives money through the bill or coin validator, accepts inputs from the keypad, instructs the machine to vend products and give changes through coin changer. There's also an AC power supply and small fan located inside the compartment.

All EMC components sit on a tray and can be serviced when it slides out. It consists of the following components.

| | |
|---------------------|-----------------------|
| LCD display: | display Information |
| Keypad: | accept selection |
| Bill Validator: | accept bills |
| Coin Validator: | accept coins |
| Coin Changer: | store and give change |
| Control Board: | control the machine |
| Power Supply Board: | convert AC 24V to DC |

All components can be removed independently, to remove any one of them, follow instructions below:

1. Unplug the power Cord.
2. Disconnect the connectors to that component. (All connectors are labeled).
3. Unloose the mounting screws.
4. Remove the component for service.

Note: The changer has no mounting screws, just unplug two connectors and push up. The changer will come out easily.

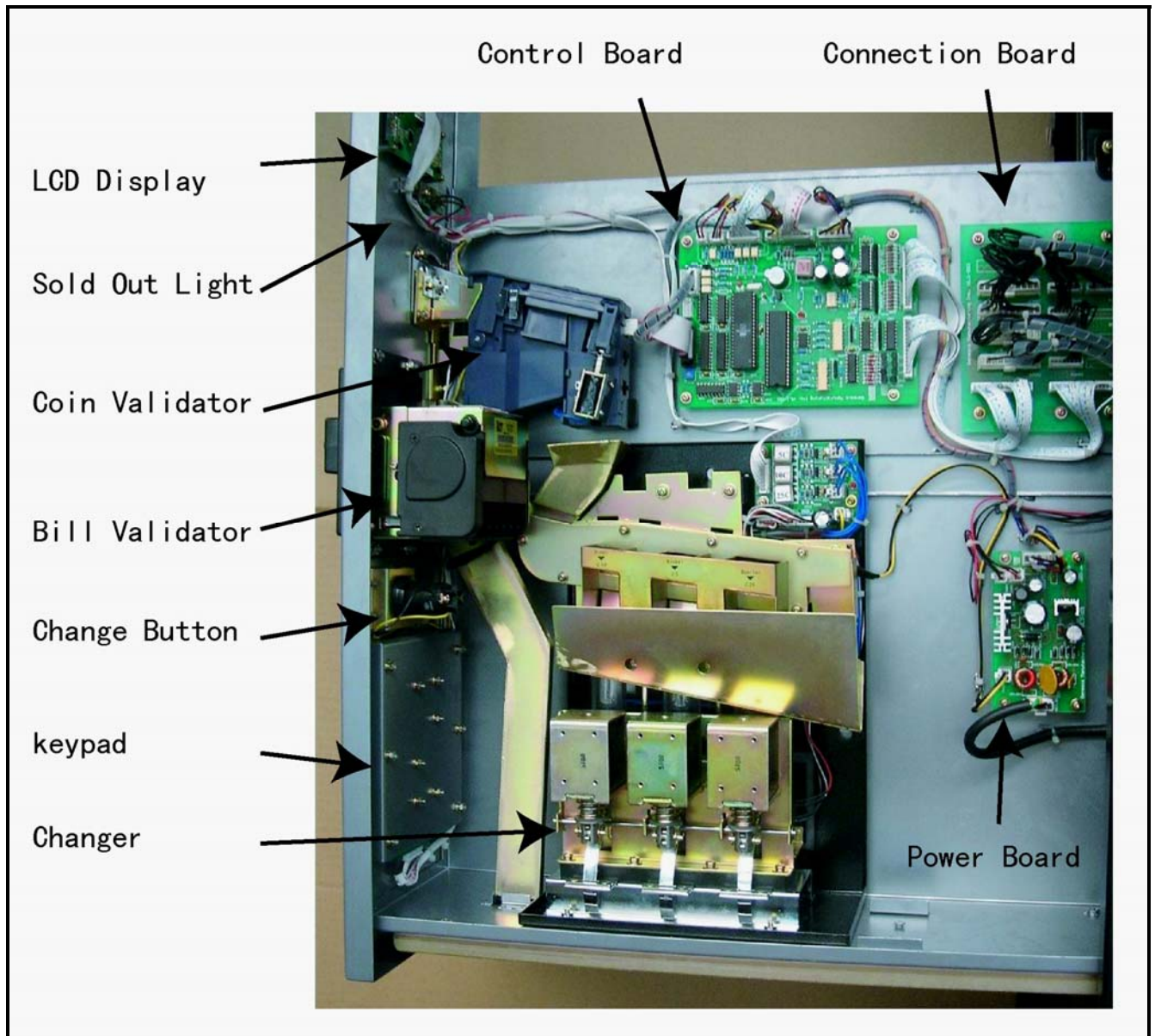


Fig 26 Electronic Money control

5.2.2 Vending Motor

The machine vends products by using a gear motor connected to a spiral.

On the snack and candy compartment, the motors are behind the product tray. In the drink compartment, the motors are mounted in the front behind the protective covers.

To remove snack/candy motor:

1. Unplug the tray wire harness from the control board. Caution: The tray is heavy, you may need two people.
2. Pull the tray fully forward, keeping it leveled.
3. Lift the tray to release from the track. Now it can be pulled forward and lifted out.
4. Set the tray on a table; carefully disconnect the harness connector from the motor.
5. Remove the spiral from the motor by lifting the front end of the spiral up.
6. Remove the motor by loosening the four mounting screws.

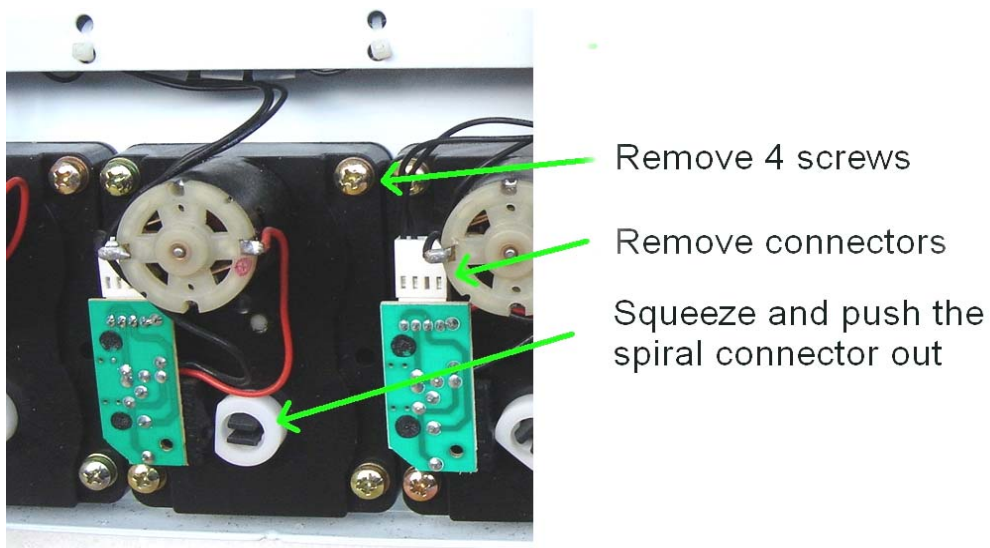


Fig 27 Snack / candy motor

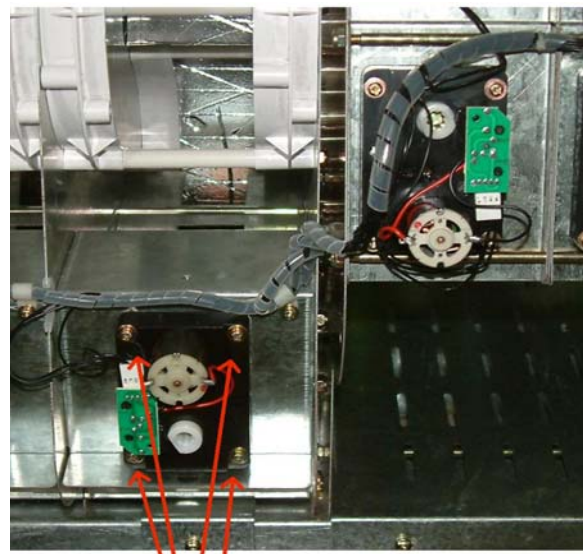
To remove a drink motor:

1. Remove the cover.
2. Unplug the harness connector.
3. Remove the motor by loosening the four mounting screws.



Remove covers

Fig 28 Drink motor covers



Remove four screws

Fig 29 Drink motor

5.2.3 Refrigeration Unit

The refrigeration unit is located at the lower back of the machine. It is completely self-contained with a 1/4 hp hermetically sealed compressor. You can adjust the machine's temperature by turning the temperature control clockwise (1/8" at a time) for a colder setting. If there is a service problem, follow instructions below to remove the unit from the machine:

1. Unplug the power cord.
2. Remove the protection grid plate.
3. Remove the mounting screw on the left and right corners.
4. Remove the cable mounting screws.
5. Disconnect the EMC connector.
6. Pull the unit out by gripping the two handles and wiggle.

Notice:

If the refrigeration unit after extended use needs to be serviced, we recommend sliding a **DULL** thin blade over the cooling chamber. That will break the seal between the rubber gasket and metal surface and allow the unit to slide out easier.

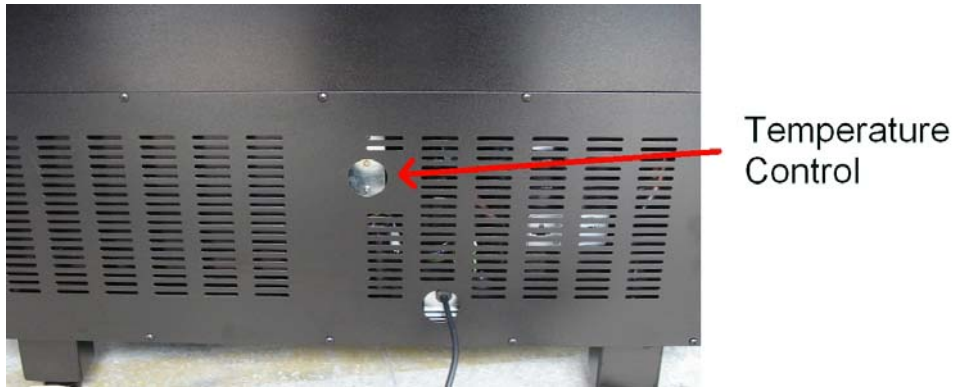


Fig 30 Back of refrigerator unit

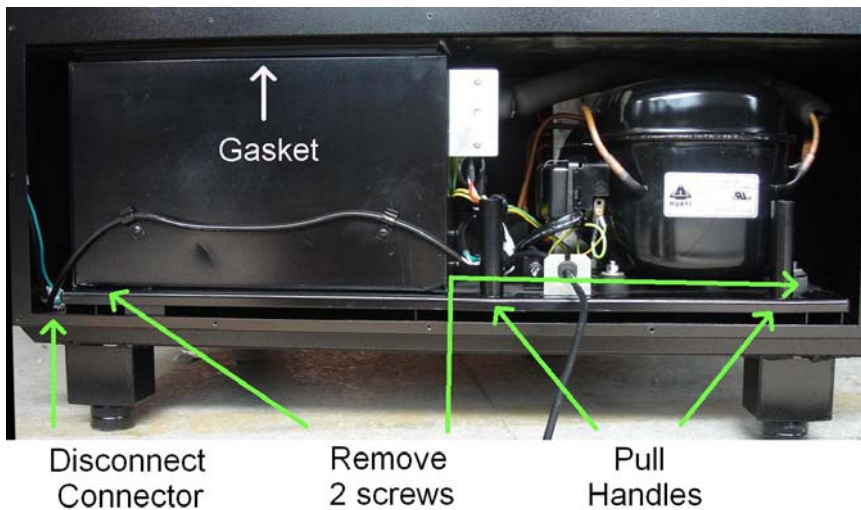


Fig 31 Refrigerator unit

5.2.4 Electrical Schematic

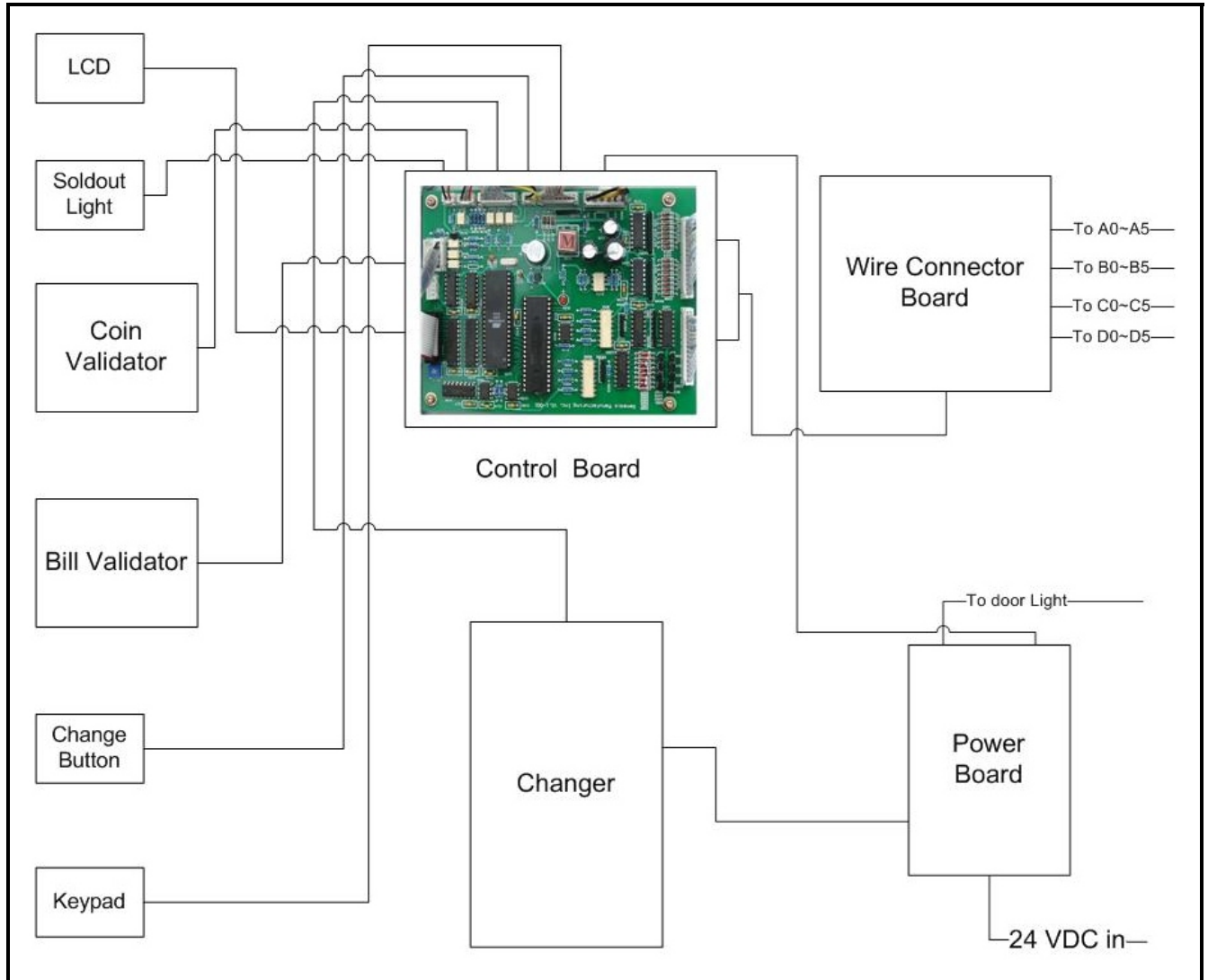


Fig 32 Control Circuit Schematic

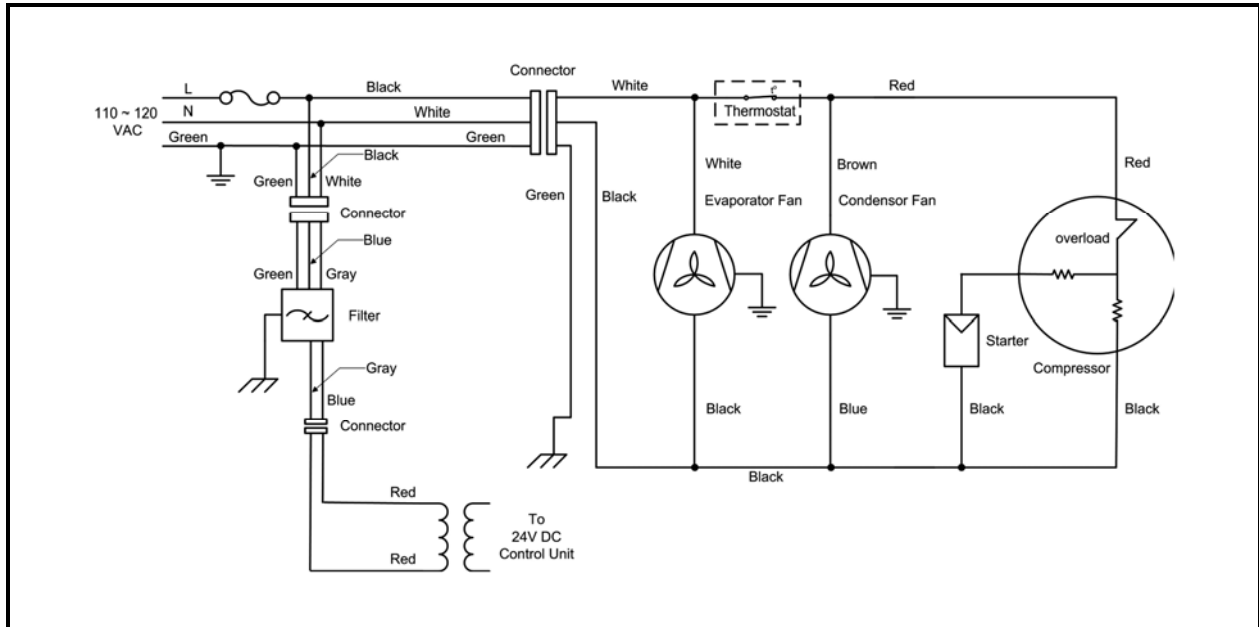


Fig 33 Primary Electrical Schematic

MANUFACTURER'S WARRANTY

What is covered:

Manufacturer warrants TO THE ORIGINAL PURCHASER ONLY that each vendor is free from defects in material and workmanship under normal use and service. Manufacturer's obligation under this warranty shall be limited to repair or replacement, at our plant, of any parts of the vendor which shall, within three months of the date of shipment to the original purchaser, be demonstrated to be defective. The original purchaser may obtain repair or replacement of the vendor under this warranty by returning the defective item or entire vendor to the Manufacturer, freight prepaid. . In addition, Manufacturer will provide nine months warranty in parts.

What is Not covered:

Manufacturer's warranty obligations DO NOT EXTEND TO OR INCLUDE installation expenses or difficulties resulting from failure to operate vendor in accordance with Manufacturer's instructions under competent supervision.

SPECIAL NOTE: Manufacturer is not responsible for any loss of income due to a machine being out of service due to a warrantable item.

This warranty is in lieu of all other warranties, expressed or implied, including the warranty of merchantability and fitness or use, and of all other obligations or liabilities on Manufacturer's part. Manufacturer neither assumes, nor authorizes any other person to assume for it, any other liability in connection with the sale of equipment manufactured by itself. This warranty shall not apply to equipment manufactured or any part thereof which is subject to accident, negligence, alteration, abuse, misuse or damage in shipment. The term "original purchaser," as used in this warranty, shall be deemed to mean that person for whom the equipment is originally installed.

Manufacturer is not liable for any incidental, consequential or other damages of any kind whatsoever, directly or indirectly, arising from the use of the equipment whether based upon theories of contract, negligence or tort.

Removal of the serial number voids the warranty.

Effective 6/6/2006