BevMax MEDIA

Quick Start Guide

7" Touchscreen

CRANE

3330 Dixie Narco Blvd • Williston SC 29853
www.cranems.com

ENERGY STAR
Tier 3

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Compliance Requirements

- **LOCATION OF MANUFACTURER:**
  - All machines are built at the Crane Merchandising Systems manufacturing facility, located at 3330 Crane Way, Williston SC 29853, USA
- **DATE OF MANUFACTURE:**
  - Date of manufacture can be determined by viewing the Manufacturing Date on the Serial Number decal, located on the top left rear corner of the back of the machine cabinet.
- **PERMITTED & NON PERMITTED USES OF THIS MACHINE**
  - This machine is designed to dispense pre-packaged beverage, and similar products. Use of unwrapped food products is not permitted.
  - It is not permitted to use this machine outdoors, or in an environment where flammable or explosive vapors are present.
  - This machine is not designed, nor should it be used to dispense flammable or explosive items, nor any other item that could not be safely dispensed.
  - This machine is not suitable for installation in an area where a water jet could be used.
  - The appliance is not to be used by persons (including children) with a reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction. Children must be supervised not to play with the appliance.

- **Nutritional Content Information**
  - Crane Merchandising Systems is providing the nutritional content information, based on information provided by the product manufacturers, and Crane MS is cannot accept responsibility for content created by others.

Compliance Requirements

All models are built to meet or exceed all applicable standards, including but not limited to:

- International (CE) Approvals to meet or exceed the below listed standards:
  - 2006/95/EC Low Voltage Directive
  - 2004/108/EC EMC Directive
  - EN 55022, Class A Limits
  - EN 61000-4-2, Electrostatic Discharge (ESD)
  - EN 61000-4-3, Radiated Immunity
  - EN 641000-4-4, Fast Transient Burst (EFT)
  - EN 60335-1, Safety of household and similar electrical appliances.
  - EN 60335-2-75 Particular requirements for commercial dispensing appliances and vending machines
  - EN 60335-2-24 Particular requirements for refrigerating appliances (when applicable)
  - EN 61000-4-5, Surges
  - EN 61000-4-6, Conducted Immunity
  - EN 61000-4-11, Voltage Dips and Interrupts
  - EN61000-3-2, Harmonics
  - EN61000-3-3, Flicker
  - EN55022, Conducted & Radiated Emissions
  - EN55014-1, Continuous Disturbance, 4.1.1
  - EN55014-1, Disturbance Power, 4.1.2
  - EN55014-1, Discontinuous Disturbance, 4.2
- Machines built for the US Market meet or exceed the requirements for UL751 for ambient machines, and UL541 for chilled machines, and have also been reviewed and passed the NAMA Construction Standard, and are permitted to bear the NAMA Mark.

Specifications

- **NOISE LEVEL**
  - This machine operates at less than 70 db (A).
- **ACCEPTABLE AMBIENT OPERATING TEMPERATURE RANGE.**
  - This equipment was designed and tested to work properly in a temperature range of 10°C to 32°C (50°F to 90°F) in still air (45% Relative Humidity, non-condensing). Usage at ambient conditions outside the range of the testing may cause unacceptable appearance or performance.
- **STORAGE CONDITIONS**
  - The machine capable of being stored in a temperature range of -18°C to 68°C (0°F to 155°F). Storage temperatures below 0°C (32°F) require that the operator to take the required precautions to ensure that any water is removed from the condensate system prior to storage.
- **INDOOR USE ONLY**
  - This machine is designed to be used in an Indoor Setting only. Indoor Setting is defined as inside a structure constructed with four walls and a roof, and sufficiently protected from ambient conditions and not subjected to the effects of weathering. Any other usage is in direct violation of these instructions, and will void the warranty of the machine and its components.

Specifications
BevMax Media (Wide & Narrow)

Specifications	Model 3800-6 Domestic (Narrow)	Model 3800-6 Export (Narrow)	Model 5800-6 Domestic (Wide)	Model 5800-6 Export (Wide)
Height	73 inches	185 cm	73 inches	185 cm
Width	40 inches	99 cm	47 inches	119 cm
Depth	33.5 inches	81 cm	33.5 inches	81 cm
Floor Space	9.07 Sq ft	.84 Sq Meter	10.93 Sq ft	1.02 Sq Meter
Container Size	44.4 Cu Ft.	1.26 Cu Meter	61.6 Cu Ft.	1.74 Cu Meter
Shipping Weight	648 lbs	294 kg	701 lbs	318 kg
Voltage (AC)	120V	230V	120V	230V
Running Amperes	10.2A	5.8A	10.2A	5.8A
Refrigerant Charge (R134A)	9.5 oz	0.269 kg	9.5 oz	0.269 kg
Compressor size	1/3+ hp	1/3+ hp	1/3+ hp	1/3+
High Side Test Pressure	250 psi	17.24 bar	250 psi	17.24 bar
Low Side Test Pressure	105 psi	7.24 bar	105 psi	7.24 bar

Cautions & Definitions

It is critical that all cautions and warnings be reviewed and complied with during the unpacking, installation, operation, and repair of this machine

	CAUTION: **This machine is designed for indoor usage only. Any other usage will void the Manufacturer's Warranty**
	CAUTION: **Any procedure marked with the symbol at left requires that the Machine have the power applied and a shock hazard exists. Only a trained and authorized person should attempt these repairs.**
	CAUTION: **It is important that this machine is hooked up to the proper voltage and polarity for your country. Use a Voltmeter to verify voltage and polarity. Should the reading be any different than a normal reading or if you are unsure of what the reading should be, contact an electrician.**
	CAUTION: **Different countries may have unique plug arrangements. Ensure that the machine is properly grounded before operating. .**
	CAUTION: **The power cord for all machines are of a type X attachment. If the power cord is damaged, it should be replaced by a trained service agent, or a similarly qualified person in order to avoid a hazard.**

Cautions & Definitions

CAUTION: **The machine is a heavy item. Ensure that sufficient personnel are available for lifting and transporting the machine. Use proper lifting procedures and equipment.**

CAUTION: **This machine is designed to dispense pre-packaged beverage and similar products. Use of unwrapped food products is in direct contradiction to these cautions.**

CAUTION: **Procedures marked with this symbol throughout this manual require the use of tools, and should only be completed by a trained technician or operator.**

CAUTION**: If this machine is used to dispense perishable product, and local health codes require that the machine monitor the cabinet temperature, and prevent vending when the temperature exceeds a defined limit for a period of time, then the Health Code function must be enabled for those affected selections – see Health Code Setup**

CAUTION: **The electronic system components in this machine utilize static sensitive components. Precautions for handling sensitive devices should be observed when handling these items.**

Inspection and Unpacking

The BevMax Media is assembled and packed so that a minimum amount of time is necessary for preparation to install it on location. The following steps are recommended to ensure correct unpacking.

- **Shipping Damage**: Thoroughly inspect the exterior of the carton for damage which may have occurred during shipment. Report any damage to delivering carrier and follow their instructions.
- Remove the remainder of the packing material. On machines shipped with the lock in place, the keys are taped inside the coin return.
- Removal of shipping boards: There is 1 methods available for removal of the shipping boards on the bottom of the machine, and they are dependent upon the style of packaging used: 2 flat shipping boards (Style A
- **Style A**
  - **a) Using a motorized lifting device (i.e. a forklift) raise the machine to a comfortable working height and remove the leg levelers with the use of a socket or wrench (1 5/16”). Do this on one side at a time. After the front and rear leg levelers are removed, the shipping board can then be removed. Replace the leg levelers in the legs of the machine before lowering to the ground, OR**
  - **b) When using a pallet jack (non-motorized) insert a pry bar into the slit on the front and rear of the wooden boards, and twist the bar to force the boards to split apart, and remove from the machine. Screw the leg levelers all the way in before lowering the machine to the ground.**

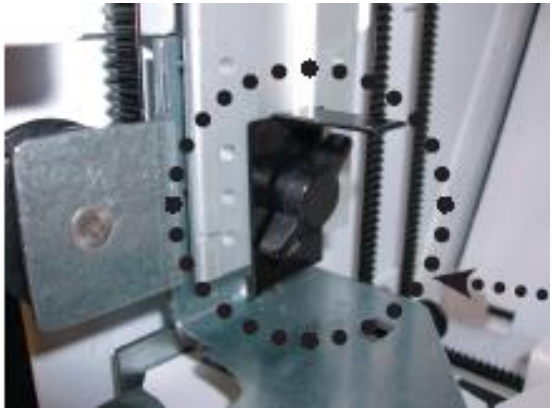
- **NOTE: On the machine, the weight concentration is toward the back of the cabinet. Trucking and lifting should be done from the back. CAUTION should be taken when trucking from side.**
- On machines with lock in place, first unlock and turn handle to open door. When no lock is furnished, remove clip and turn handle. Swing door to its full open position.
- Remove all additional packing material from the machine, including the shipping bolt and bracket from the delivery cup.

Note: Remove tape from ends of top lamp in the top lamp assembly after placing the Vender on location, but before plugging the Vender in to an AC power supply.

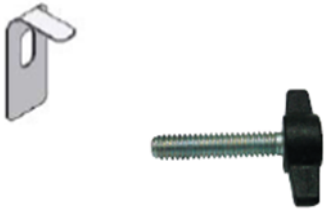
Unpacking
Remove Shipping Bolt

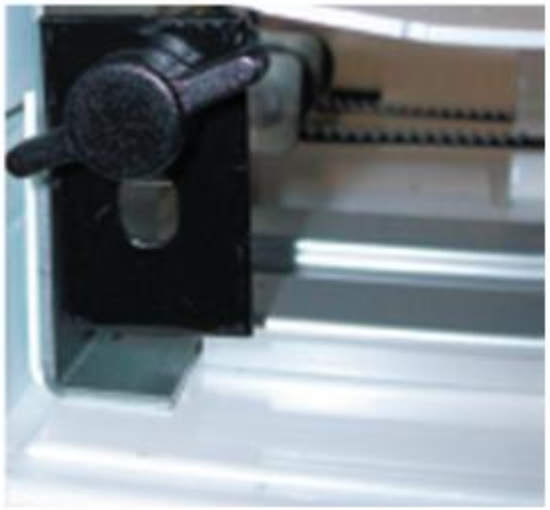
Attention!

- To avoid machine damage, **remove the SHIPPING BOLT** from the lower left corner of the cabinet from the XY carriage prior to plugging the machine to an outlet!!
- Tilt the cup to be able to clearly see the Shipping bolt and bracket. Unscrew the shipping bolt and remove the screw and bracket.
- Store the shipping bolt and bracket for future use as illustrated.
- The Shipping Bolt must be installed any time the machine is moved or transported. Failure to do so may result in damage to the XY system.



Shipping Bolt Location





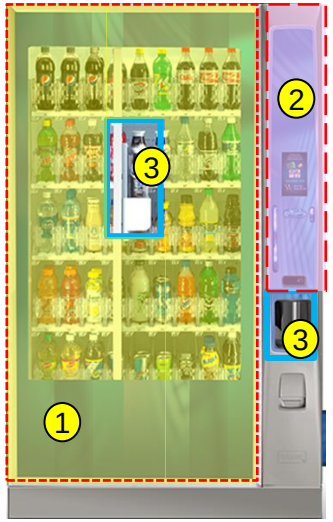
Storage Location for Shipping Bolt

Daily Cleaning

Before leaving the machine each visit, the machine should be inspected and cleaned as follows:

1. Glass – inside and out – use glass cleaner and disposable towels
2. Front of monetary panel – do not use ammonia based cleaners as it may cause premature crazing of the polycarbonate surface. We recommend the use of Novus #1 plastic cleaner & polish.

   For units equipped with a touch screen, never spray any cleaner directly on the touchscreen, nor permit liquids to flow onto the screen. Apply cleaner to a disposable towel and then apply to the pill or touchscreen. Treat the touchscreen as you would any sensitive electronic device and never use abrasive cleaning materials.
3. Delivery Cup and Delivery Port – Inside and out – clean any spills or residue with a mild soap and water solution, and wipe dry.



Cashless Devices

- If your machine is equipped with a cashless device, whether it is a credit card reader, or a proprietary closed system pre-paid card, the magnetic head used to read the payment cards needs to be cleaned regularly to insure proper operation.
- The defined tool for cleaning a magnetic head is a pre-saturated cleaning card, which are commercially available from various sources.
- Based on credit card industry standards, the busier a machine is, the more frequently the magnetic head should be cleaned
- For cashless uses more than 100 times per day – clean it every day
- For cashless uses between 50 and 100 times per day – clean it every other day
- For cashless uses between 10 and 50 times per day – clean it one time per week.
- Actual conditions may vary, and be affected by site conditions, for example a machine located outdoors should be cleaned more frequently.
- Follow the instructions provided with the cleaning card, and slide it past the magnetic head as directed.
- Usage of the onboard swipe and other mag-stripe readers is currently only in use in the USA. Follow the Preventative Maintenance instructions provided by the manufacturer if you have a additional payment device.

Preventative Maintenance

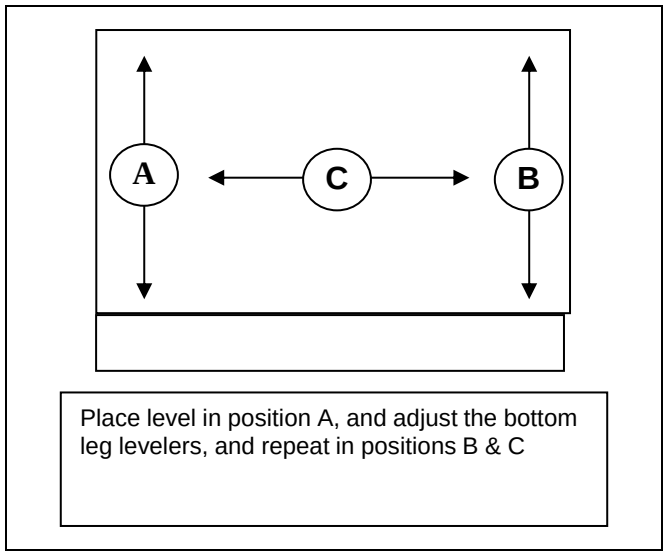
SERVICE AT EACH INTERVAL LISTED X WEEKS OR VENDS WHICHEVER COMES FIRST	Weeks	1	2	4	13	26	52
	Vends	500	1000	4000	15000	25000	50000
REFRIGERATION SYSTEM –							
AIR INLET SCREEN – SEVERE CONDITIONS		**CLEAN**					
AIR INLET SCREEN & CONDENSOR COIL			**INSPECT**	**CLEAN**			
AIR OUTLET SCREEN				**INSPECT**		**CLEAN**	
EVAPORATOR DRAIN TUBE					**INSPECT**	**CLEAN**	**SANITIZE**
EVAPORATOR DRAIN PAN					**INSPECT**	**CLEAN**	**SANITIZE**
CONDENSER COIL				**INSPECT**		**CLEAN**	
PRODUCT DELIVERY SYSTEM							
DELIVERY CUP AREA		**CLEAN**					
DELIVERY PORT		**CLEAN**		**INSPECT**		**LUBRICATE**	
MACHINE GLASS		**CLEAN**					
LAMP COVER		**CLEAN**					
TRAYS & PUSHER SPRINGS		**INSPECT**				**CLEAN**	
MAIN DOOR SEALS				**INSPECT**			
MISCELLANEOUS							
CABINET DOORS		**CLEAN**					
DOOR HINGE						**INSPECT**	**LUBRICATE**
LOCK HANDLE					**INSPECT**		**LUBRICATE**
PAYMENT SYSTEMS		**FOLLOW MANUFACTURER'S RECOMMENDATIONS**					

THIS SCHEDULE SHOULD BE FOLLOWED IN ADDITION TO THE "EACH VISIT" CLEANING RECOMMENDED IN THE SERVICE SECTION OF THIS MANUAL.

CLEAN	CLEAN WITH APPROPRIATE CLEANER, DRY
INSPECT	INSPECT FOR WEAR, PRODUCT BUILT UP OR BROKEN PART. AFTER INSPECTION- CLEAN, REPAIR, Lubricate OR REPLACE, as required
LUBRICATE	SHOULD BE CLEANED, INSPECTED, AND REPAIRED BEFORE LUBRICATION. RECOMMENDED LUBRICATE IS A LIGHTWEIGHT FOOD GRADE GREASE.
SANITIZE	USE A DILUTED BLEACH SOLUTION TO SANITIZE COMPONENTS

Installation
Leveling the unit

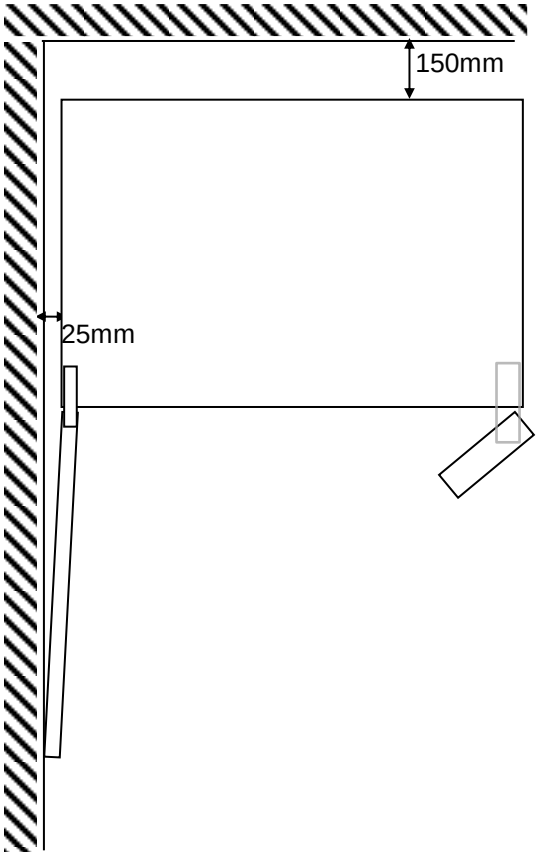
- **Leveling the Machine**
  - Leveling the machine on location is important for the proper function of the machine. There are four leveling screws in the legs of the machine to make any necessary adjustments. After positioning the machine, level it from front to rear and right to left directions. After leveling, test the operation of the lock assembly to ensure the monetary panel locks smoothly and securely.



CAUTION: **This procedures requires the use of tools, and should only be completed by a trained technician or operator.**

Installation
Clearances

- **Clearance Requirements**
  - It is necessary on all machines to have 25mm (1”) clearance on the left side of the machine for the door to properly open to access the shelves.
  - All chilled or refrigerated machines require 150mm (6”)of clearance behind the machine for air circulation.



Installation
Electrical Supply Check

CAUTION: **It is important that this machine is hooked up to the proper voltage and polarity for your country. Use a Voltmeter to verify voltage and polarity. Should the reading be any different than a normal reading ,or if you are unsure of what the reading should be, contact an electrician.**

- ## Power Requirements

- The merchandiser is supplied with a service cord for the country of use, and is terminated in a grounding type. The wall receptacle used for this merchandiser must be properly polarized, grounded and of the correct voltage. Operating the merchandiser from a source of low voltage will void the warranty. Each machine should have it's own circuit, and that circuit should be protected with a circuit breaker of fuse to conform to local regulations.

1. **Voltage Check** - Place the leads of the voltmeter across the Line and Neutral sockets of the wall receptacle. The voltmeter should indicate a stable voltage in a range of 110 to 130Vac for 120V 60Hz locations, or 220 to 240Vac for 230V 50Hz locations.
2. **Polarity Check** - Place the leads of the voltmeter across the Line and Ground sockets of the wall receptacle. The voltmeter should indicate a stable voltage in a range of 110 to 130Vac for 120V 60Hz locations, or 220 to 240Vac for 230V 50Hz locations.
3. **Noise Potential Check** - Place the leads of the voltmeter across the Neutral and Ground sockets of the wall receptacle. The voltmeter should indicate zero voltage. A measurement greater than 1.5V could result in operational issues for the merchandiser's electronics caused by electrical noise.

Note: Any deviation from these requirements could result in unreliable performance from your merchandiser.

CAUTION: **This procedures requires the use of tools, and should only be completed by a trained technician or operator.**

Payment Systems

The Media Merchandisers are capable of accepting multiple forms of payment systems using a Multi Drop Buss or Executive interface.

- All payment devices are mounted on the monetary panel assembly. The front of this slide out assembly is called a Pill. There are multiple configurations of the Pill available should you need to add or remove payment peripherals in the future.
- If your payment peripherals were installed at the factory they should already be enabled in the electronics, but you should verify that the notes you wish to accept are enabled.
- Instructions from the manufacturer for all peripherals installed at the factory are included in the bag assembly in the machine. Please refer to these instructions for information on filling coin tubes, adding bills to recyclers or other pertinent information.
- Please refer to the instructions that came with payment systems for set up and installation, and maintenance.
- See the service modes section of this document for information on enabling or disabling different bills and/or additional peripherals.
- Dependent upon the firmware version in use, currency symbols may change, based on the country of destination.

Initial Setup
Key Steps

- After unpacking and installing the machine on location the Key steps to setting up the machine the first time are:
  1. Load a change fund into the coin mechanism.
  2. Set the selection prices in the machine.
  3. Test vend at least one selection on each shelf to verify:
     a. Pricing is correct, and coin mech, bill acceptor and credit card device are working correctly.
     b. Product and nutrition information are correct.
     c. Selection delivers products.
     d. Delivery port rotates to correctly deliver product to customer.

Filling the Machine

Loading the Machine

- The BevMax Media 5800-6 & 3800-6 Vender does not require spacers or shims to vend most packages.
- If specified, cold product can be removed before loading, placing the warm product behind the cold product
- Load product in each column one product at a time ensuring that the package being loaded is in front of the product pusher.
- To load, hold the bottle by the upper portion and push the product firmly between the 2 gates, until it is behind the gates.
- Insure that the package is stable within the column (doesn't move excessively from side to side).
- After loading the vender, test vend each column to ensure proper operation.

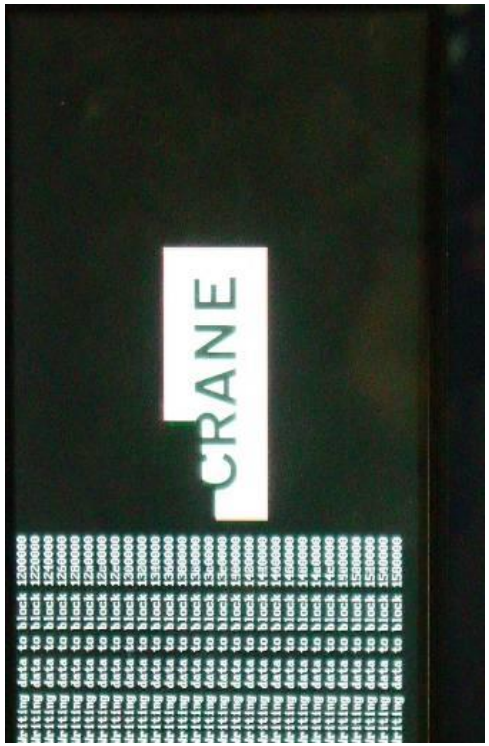
Need photos

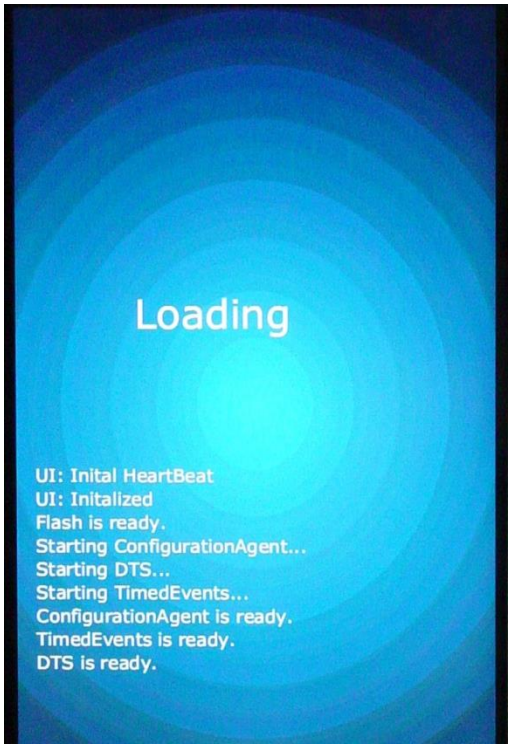
Initial Start Up
Powering up the machine

Turn on the power switch located on front of the power box accessible by opening the the Monetary panel.

Power Switch

The Media Merchandisers run on the Linux operating system, it is essentially a computer so it will take several minutes to power up just like your computer.





Initial Start Up
Programming tips

- This Programming Guide is based on software version 10.8.8 or higher
- The software version is shown on the bottom right of the display anytime you are in the Service mode. The software version can also be displayed by pressing the Firmware Information icon in the service mode and reading the LE board information.
- Earlier or later versions of software may not contain all the same menus and/or options. Some Menus items may also be in different places within the menus & program differently.
- This programming guide is specific about what icons or menu bars to touch within the Modes. When certain Menu items are enabled and disabled, additional menu items may appear or disappear. Most of the time this guide will be correct but rely on the display for the correct icons or menu bars to touch.

Initial Start Up
Quick Start Tips

Below is a list of Menus that should be set up or checked before operating the Machine:

1. When opening the service door on the machine you will be prompted for a PIN, enter 3333 on the touchpad.
2. Set the Prices by selecting button Price Icon in the service mode.
3. Make sure the Shopping Cart Size (max 3) and Shopping Cart Max Value is set to the cart size times the highest price in Product Configuration. Touch: Product Configuration > Shopping Cart Setup.
4. Verify your Coin Mechanism, Bill Validator and Card Reader are enabled in the Monetary Menu.
5. Verify the bills you want to accept are enabled in the Monetary Menu > Bill (Note) Acceptance.
6. Set the Time and Date in the System Setting Menu > Set Time and Date. Changing the time, date or time zone may require a machine reboot.

Continued →

If your machine contains a refrigeration unit, you must also set or verify the following:

1. Verify or set the Configuration Version, go to System Settings > Press the lower half of the down arrow to scroll down and verify the Configuration Version is set correctly.
2. Two key settings for the Refrigeration Settings should be verified:
   a) Refrigeration Set Point: Using the recommendation of your product supplier, set the correct Set Point, which is the target temperature for the entire machine. Default is 2°C.
   b) Storage Set Point: This is the highest suggested storage temperature, which is dependent upon the products being used. The default is 7°C.
3. Press Done to save your choice.
4. If Health Control is required due to the presence of perishable products, it must be enabled to properly protect these products from spoilage.
5. Effective with the release of 10.8.x software, if Health Control is selected, all selections in the machine are enabled for Health Control. If you are not using perishable products in all selections, non-perishable products should have the Health Code disabled.

Continued →

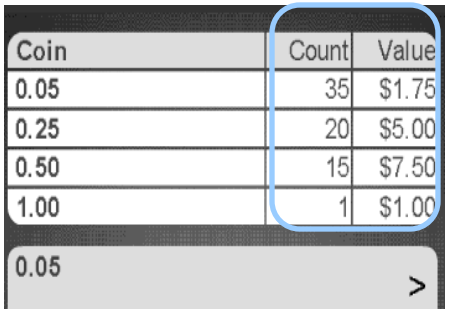
Initial Start Up

Quick Start Tips – Loading the Coin Mechanism

Prior to placing the machine in service, you must add an initial amount of change to the coin mechanism to prevent a “Use Correct Change” condition. Initial loading of coins should be done through the menu provided to insure the coin mech accurately counts all change available for payback to the customer. *Recommended minimum amount is 20 each of the different tube coins.* This minimum amount of change should remain in the machine at all times. The currency symbol on the display will change as required by the country of destination, when connected to MDB payment devices.

Adding Initial Change Load

1. Enter the required PIN: 3333,
2. Touch the Monetary Icon on the screen.
3. Touch the Coins In/Out menu Bar
4. Increase the amount of Change Available by inserting coins to thru the chute on the top of the coin mech. Totals (count and value) for each coin should increase as coins are added.
5. Press the left arrow to exit and return to the main menu.



Main Menu Screen

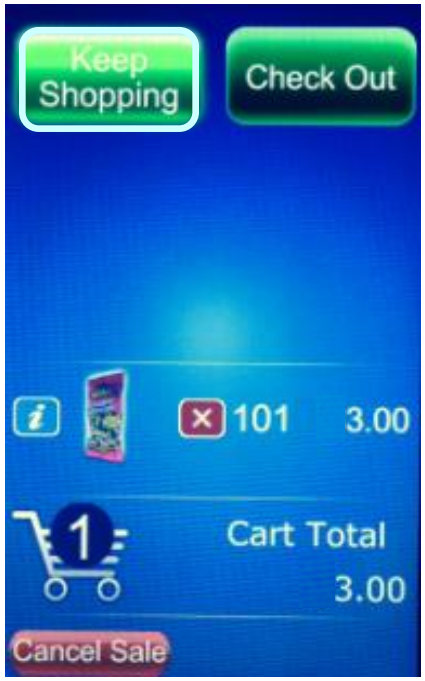
- The Main Menu allows your customer to view promotions when enabled and view nutritional facts when a Product Library is present.
- When product libraries or multiple promotions are not used this is an extra screen that is not necessary and bypassing it speeds up the vend process.
- When using planograms the customer can check the nutritional information when making a selection even if this menu is disabled.
- As a default the machine is set to Skip the Main Menu.
  - The menu item to turn the Main Menu on or off can be found in the Special Vend Modes menu.
- When the Main Menu disabled and the idle loop screen is pressed, the screen will immediately transition to the numeric keypad screen.

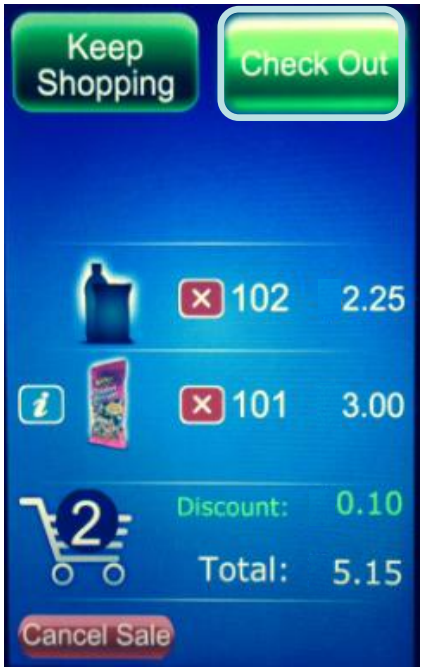
The Selection Process

Making Selections and Navigating the Shopping Cart

Use the Keypad to make a selection. Your selection will be placed in a shopping cart. The Keep Shopping and Checkout Icons will start flashing. Choose Keep Shopping to add additional selections (maximum of 3) to your cart. Press Check Out when finished.

Note: The shopping cart can be disabled by enabling Rapid Vend under the Special Vend Modes icon and the machine will immediately go to the Payment Screen after making a selection, or will vend if sufficient funds have already been deposited.





The Selection Process

Making Selections and Navigating the Shopping Cart

If you have a planogram installed, an image of the product will appear on the screen

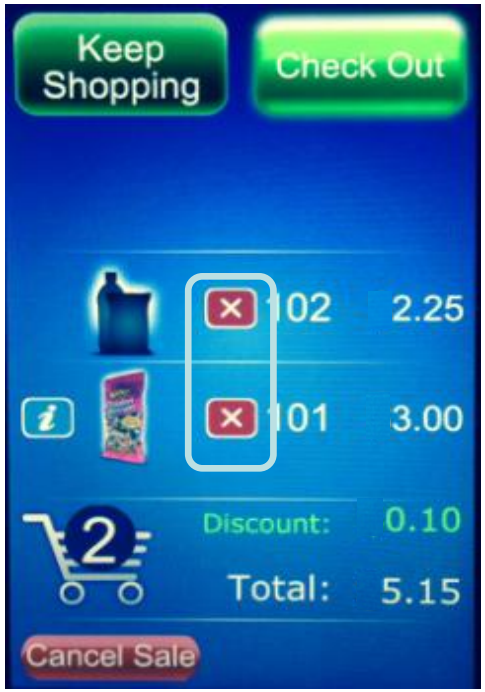
Pressing the Information icon next to the product image will show a popup with nutritional information for that product

The Selection Process

Making Selections and Navigating the Shopping Cart

If you do not have a planogram installed, or a product assigned, an image of a generic product will appear on the screen

To remove a product from the shopping cart press the red X



The Selection Process

Making Selections and Navigating the Shopping Cart

Any Discounts or Surcharges will be shown to the right of the shopping cart as well as the Total of all products in the cart.

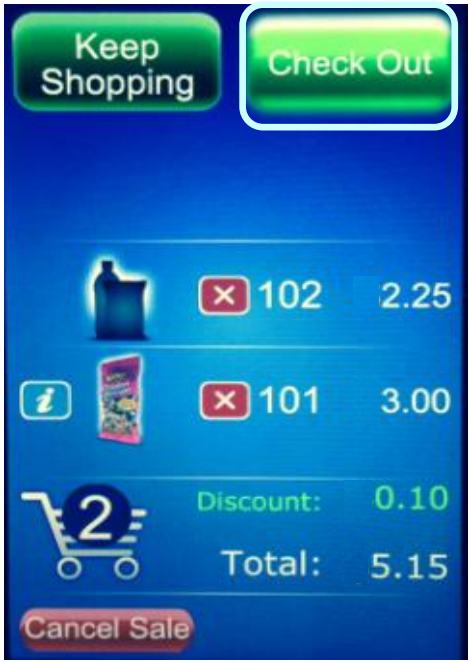
At any time you can press the cancel icon to cancel the entire sale. If nothing happens for 30 seconds (settable) the machine will cancel the transaction and go back to the idle screen

Continued

The Selection Process

Making Selections and Navigating the Shopping Cart

Any type of payment, cards, coin or bills can be inserted anytime during the transaction. Pressing Check Out will cause the settlement screen to appear if money has not already been inserted



The settlement screen will communicate to the customer their Monetary payment options. The choice about which cards will be displayed is made in the System Settings/Advertising menu

Accessing the Service Modes

When the monetary compartment is opened, the display will prompt the operator to enter a PIN number on the Touch Screen to gain access to the service modes.

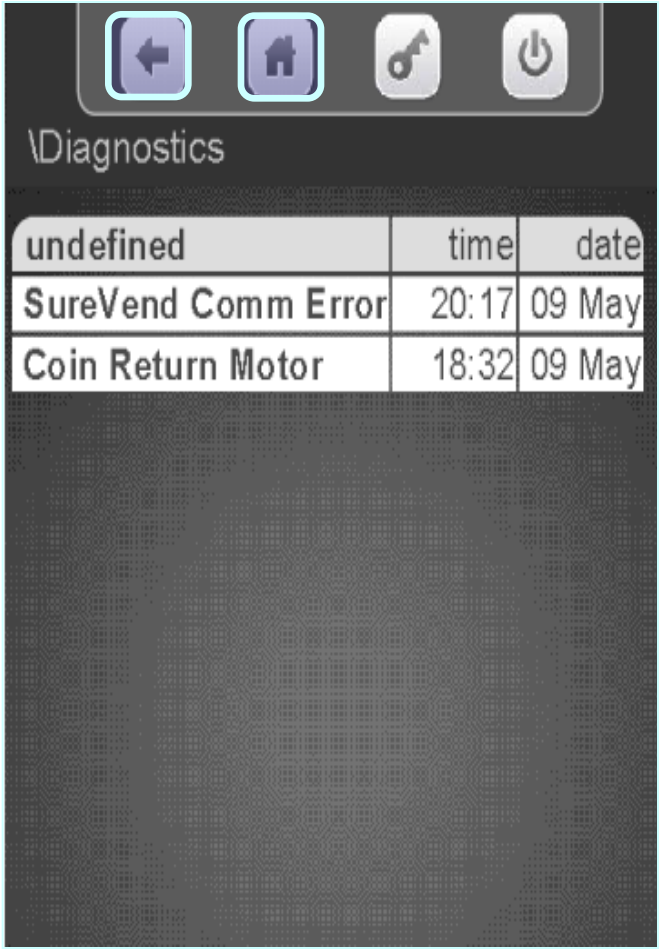
- The default PIN for route driver access is 1111 (limited access).
- The default PIN for programming access is 3333.

Service Modes
Initial Screens

If Errors Exist, an error list will be shown on the display that includes the time and date of each error.

The errors do not need to be cleared, once corrected the error will be erased automatically.

To escape to the home screen press the Back arrow, or the Home Icon



How Do I Access the Service Modes?

If PIN 1111 was entered and No Errors Exist, the home screen for the Driver menu will appear. This menu allows limited access to the service modes. Touching an icon on the screen will provide access to that menu.

Driver Access allows you to:

- View Resettable and Non Resettable sales data.
- Send a wireless DEX read.
- Manage or Audit the existing Planogram.

For access to all other service modes use PIN # 3333

How Do I Access the Service Modes?

- If PIN 3333 is entered and No Errors Exist, the home screen for the programming menu appears allowing access to all the Main Menu icons.
- Each of the icons on the screen represent a tiered menu that provides access to the menus under the corresponding heading.
- Pressing an Icon on the screen provides access to that menu.

How Do I Access the Service Modes?

- For Programming purposes, the Merchant Media platform uses the 7” LCD touch screen and a series of icons to provide access to the Service Modes.
- Touching an icon will take you to the top level menu for that Service Mode.
- The concept of the touch screen and the use of icons is similar to many devices that feature touch screen technology.
- A successful touch of an icon will change the color of the icon, and sound a beep to acknowledge acceptance of the touch on the screen before proceeding to the selected menu.
- **Note:** An audible response (beep) will occur anytime the display is touched, and may not reflect successfully choosing an icon.

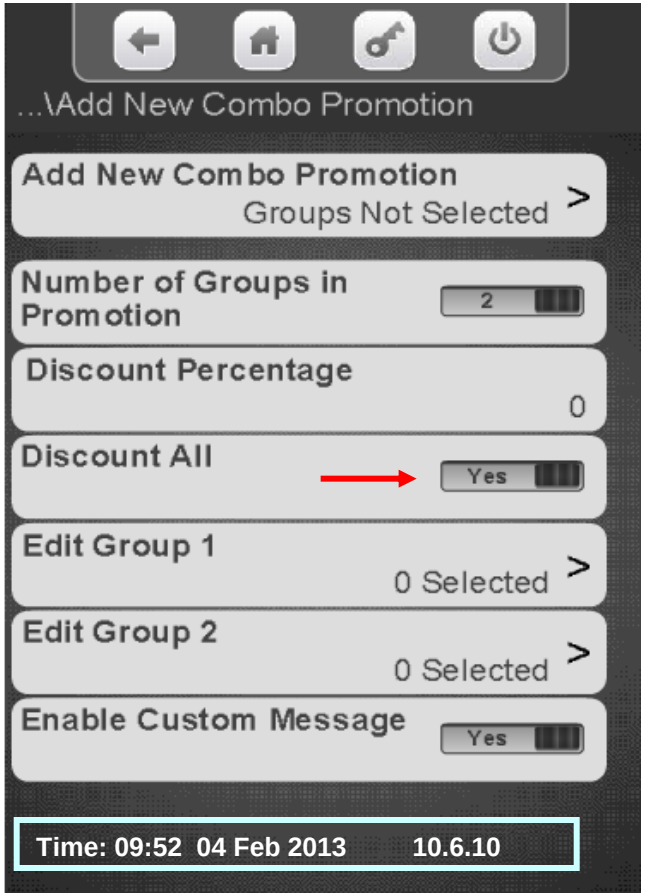
How do I use the Touchscreen in the Service Mode?

Main Menu

- Across the top of the Main Service Menu is a series of four icons that will always be present when in the service menu.
  - The left arrow returns you to the prior menu
  - The small house icon returns you to the Main Service Menu
  - The Key icon is not currently used.
  - The Power icon is not currently used.
- The content of the title Main Menu will change depending what menu you are in. This helps you remember which menu you are in.

How do I use the Touchscreen in the Service Mode?

- All the features normally associated with a touchscreen, its icons and menu bars are possible, including:
  - Touching an icon to toggle it's current state (On to Off, Yes to No, etc), or
  - Touching a menu item to access another level of the tiered menu system.
  - Alpha & numeric keypads will pop up when required for input.
  - Confirmation boxes will appear to confirm an item to be added or deleted.
- Another feature of this screen is that it shows the current time and date, and current Atlas LE board software revision at the bottom of the screen.



Menu Chart

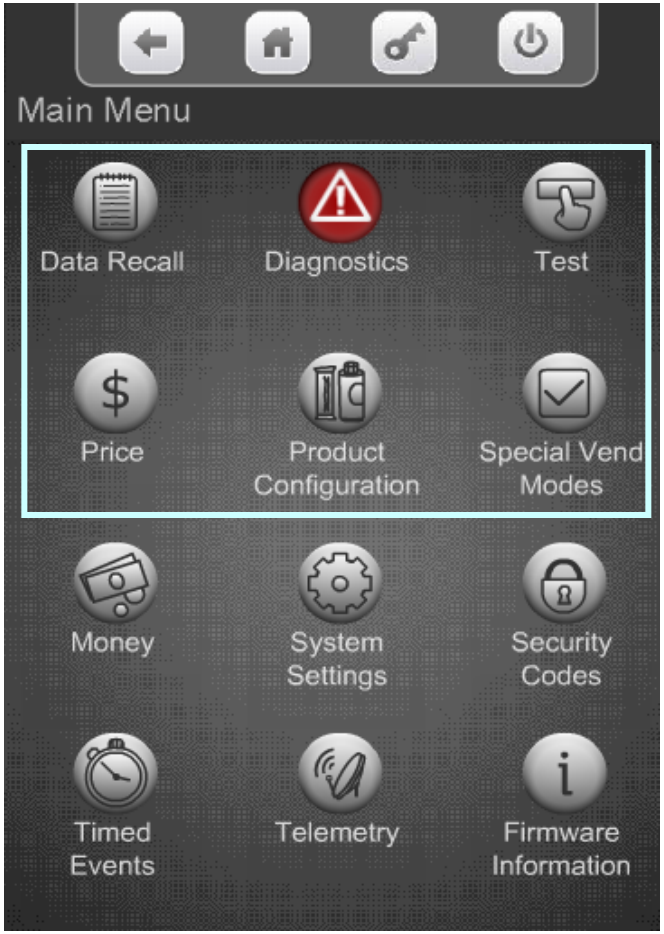
Service Mode Menu Chart

Full details on all Service Modes can be found in the full User's Guide, available at www.cranems.com

Menus 1 to 6

Data Recall	Diagnostics	Test
Non-Resettable Sales Data	Show Errors with Time & Date	Test Vend
Resettable Sales Data		Coin Return Motor
Events		Reliability Test
Identification Number		Surround Lighting Test
		Screen Test
		Refrigeration System
		MagTeck Head Test
		Cashless system test
		Monetary
		Port & Cup Sensors
		Platform Movement
		Other Relays

Price	Product Configuration	Special Vend Modes
Price for Tray 1	Selection Configuration	Free vend
Price for Tray 2	FIFO Set-Up	Winner Mode
Price for Tray 3	UPC/EAN Codes	Combo Vends
Price for Tray 4	Shopping Cart Set-Up	Token Enable
Price for Tray 5	View Plan-O-Gram	Rapid vend
By Entire Machine	Picker Cup Sensor	Multivend Discount
By Individual Prices	Port Sensor	Skip Main Menu
	Browse All Products	



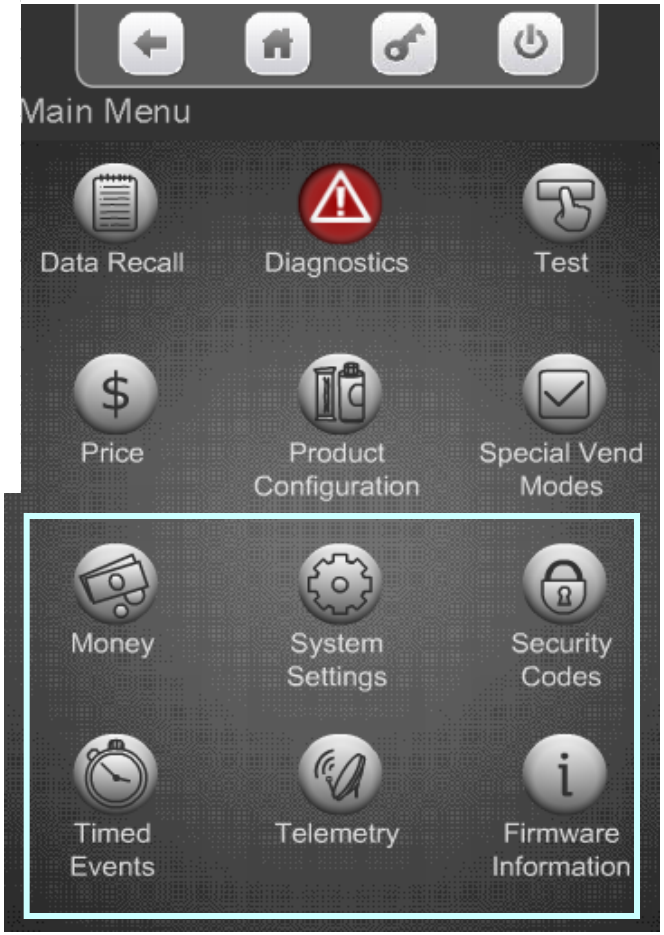
Menu Chart

Service Mode Menu Chart

Menu 7 to End

Money	System Settings	Security Codes
Coins In/Out	Machine Information	Enter PIN
Bill Validator	Time and Date	Change Driver PIN
Coin Mechansim	Language	Change Operator PIN
Card Reader A or B	DTS	Change Engineer PIN
Onboard Cashless Enable	Software Updates	
Correct Change Parms	Backup/Resore	
Stack Bills	Clone Configuration/Board	
Cash Discount	Screen Brightness	
	LED Colors	
	Idle Timeout	
	Advertisements	
	Custom Messages	
	Reboot Settings	
	Cab Lights when OOS	
	Refrigeration Setting	
	Cabinet Offsets	
	EVS Compliance	
	Shelf Location	
	Model Number	
	Encoder Resolution	

Timed Events	Telemetry	Firmware Information
Time of Day Events	Send DEX	MDB Perpheral Info
Backup Events	Ping Server	SureVend Version
Power Saving Events	Sync Time with Server	I/O board Version
	Get Network Status	LE Board S/N
	Send Log Files	
	Update Cnfiguratiion	
	Load Network Congig	
	Get Cashless Terminal Cfg	
	Enable Mesh	
	Unassign Unit	



Price Menu

From the Main Menu Touch the Price Icon to access the price setting Menu.

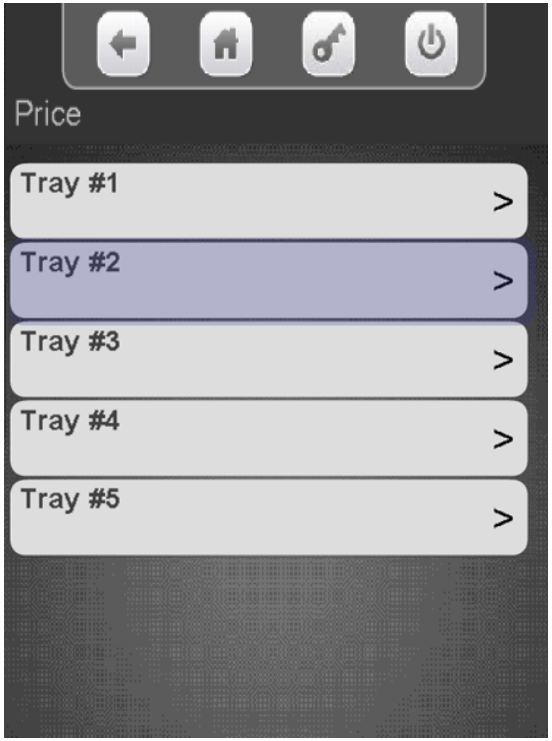
There are three options for setting prices:

- By Tray
- Entire Machine
- Individual Prices

Price Menu
Setting Individual Prices

Step 1 –
Touch Individual Prices

Step 2 –
Touch a Tray



Step 3 –
Touch a Selection

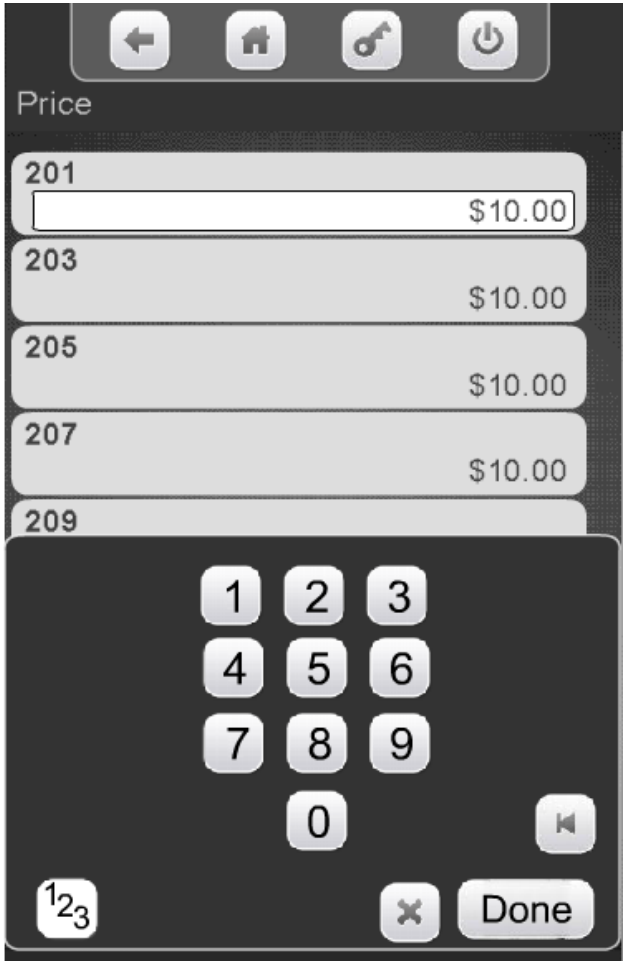
CRANE MERCHANDISING SYSTEMS
A Crane Co. Company

Continued →

Price Menu
Setting Individual Prices

Setting Individual Prices

- A numeric keypad will appear on the screen along with a window displaying the current price.
- The left arrow above Done is your backspace key.
- Use the numeric keypad to enter the new price for the that selection, Press Done to save.
- Location and presence of a currency symbol will be dependent upon the type of payment devices installed in the machine

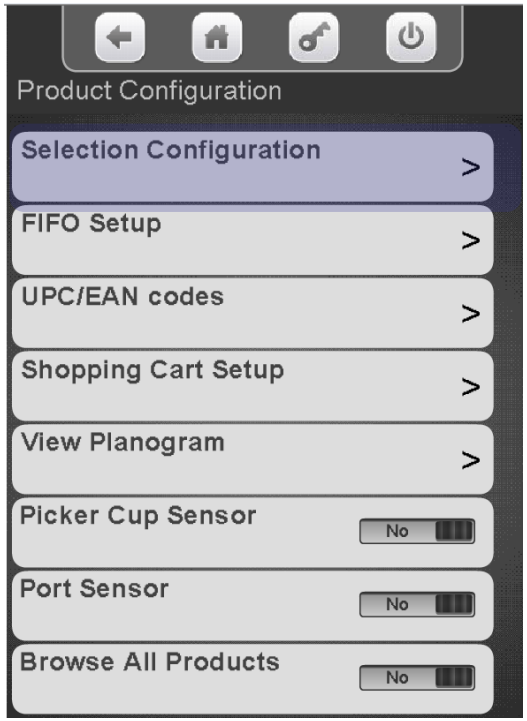


Product Configuration

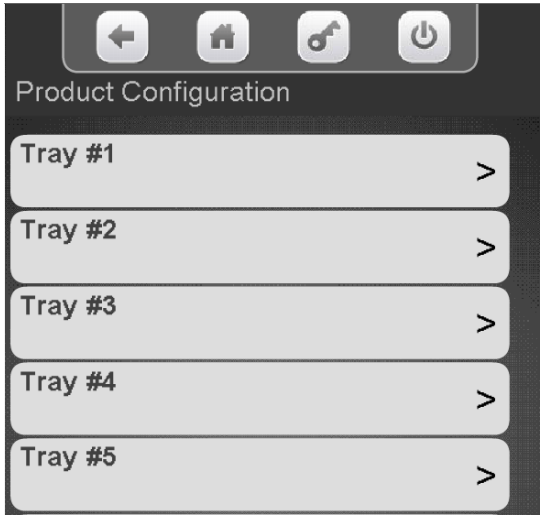
- The Product Configuration menu provides access to the following modes in the machine:
  - Selection Configuration
  - First in-First out (FIFO) Setup
  - UPC Setup (Package UPC)
  - Shopping Cart Setup
  - View Planogram
  - Picker Cup Sensor
  - Port Sensor
  - Browse all Products

Product Configuration
Selection Configuration

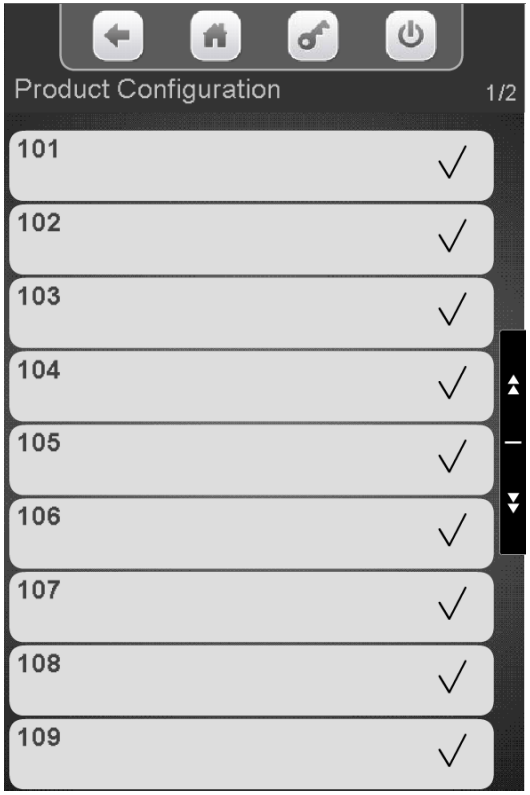
Touch Selection Configuration to enter the menu.



A list of all trays present will appear.

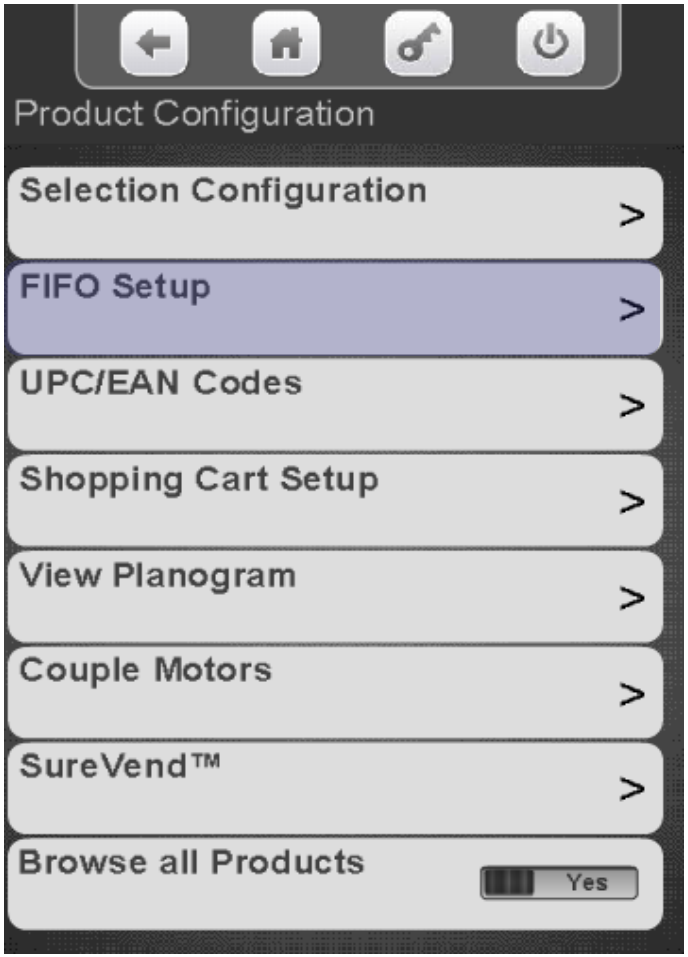


A list of all available selections will appear. This would let you disable an individual selection for a maintenance issue.



Product Configuration
FIFO Setup

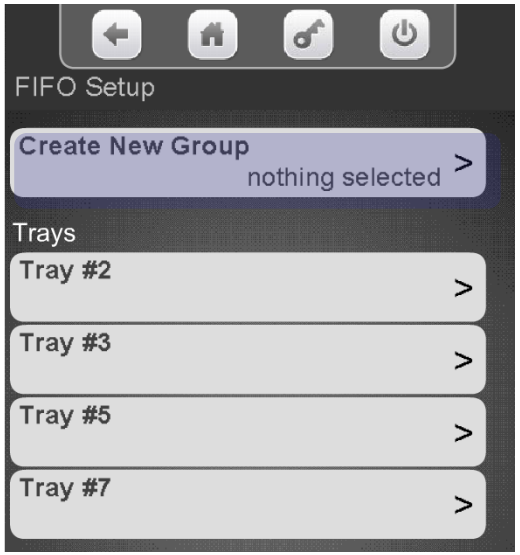
- This menu provides access to set up the FIFO or Space to Sales menu
- FIFO permits the user to select multiple identical items, and assign them to a Group which permits the machine to automatically select which actual selection assigned to a group is being delivered.
- Example: Selections 205, 206 & 207 contain identical product. To ensure that the product is sold in sequence of loading, these 3 selections should be grouped. Once grouped, the machine will automatically select 205, then 206, then 207, then returning to 205 and starting the sequence again.



Continued →

Product Configuration
FIFO Setup

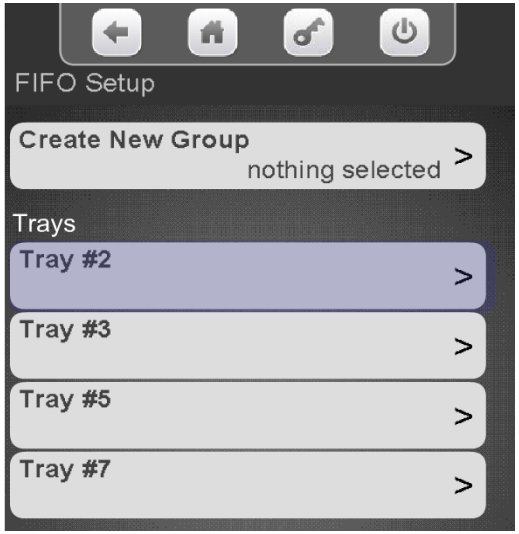
- Following the example on the previous page, the steps would be in sequence
  - Add Group Menu
  - Create New Group
  - Assign selections to the New Group
- Selections are not required to be on the same shelf, or column, except as required for visual appearance
- It is important that pricing for each selection chosen be the same.



Continued →

Product Configuration
FIFO Setup

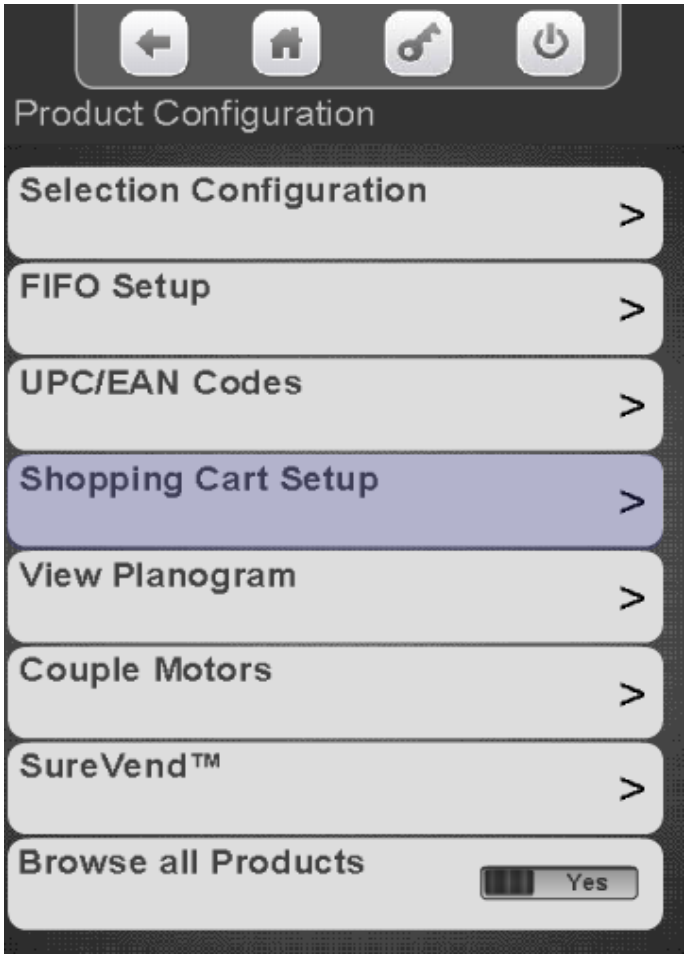
- The next screen show selecting a tray, for this example, Tray 2
- Then selecting the selections to assign to this group for FIFO assignment.
- Once you have chosen the Grouped selections the process is complete.
- If a planogram file has been installed, then each selection will display the same image and nutritional information.



Product Configuration
Shopping Cart Setup

- This menu provides access to set up the Shopping Cart.
- Shopping Cart permits the user to select multiple items, and place them into a virtual “Shopping Cart” and purchase them in a single financial transaction.
- Recommended Shopping Cart maximum size is 3 items.
- Max Fund amount can should be calculated by multiplying the highest vend price in the machine times the Shopping Cart size.

Note: When Rapid Vend is turned on under the Special Vend Mode the Shopping Cart function is automatically disabled.



Continued →

Product Configuration
Shopping Cart Setup

Touch Shopping Cart Size. Use the numeric keypad to enter the quantity of items allowed in the Shopping Cart. Press Done when finished

Select Max Fund Amount to set the maximum amount of funds in the cart, We recommend the cart size times the highest vend price. Press Done when finished.

Continued →

Product Configuration
Shopping Cart Setup

Note: The Max Fund amount menu can also be utilized allow the machine to be used as a bill changer.

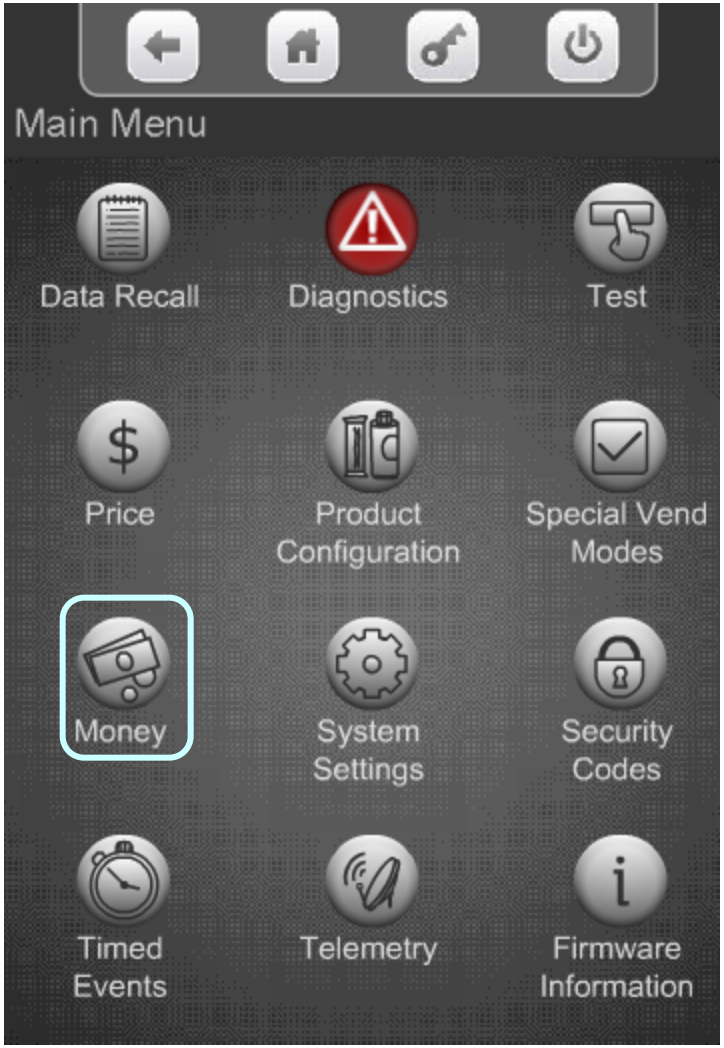
For example, if you wish to allow for change of a $10.00 bill, you can set the Shopping Cart Max Fund Amount to $10.05, which will allow the machine to stack a $5 or $10 bill. When the coin return is pressed, change is returned. The same idea applies to a $5 or $20 bill, using $5.05 or $20.05 respectively.

If Rapid Vend is turned on you must turn it off for the shopping cart menu to appear, set the amount to be paid back in this menu, then turn Rapid Vend back on if desired.

Monetary Menu

Monetary Menu Icon

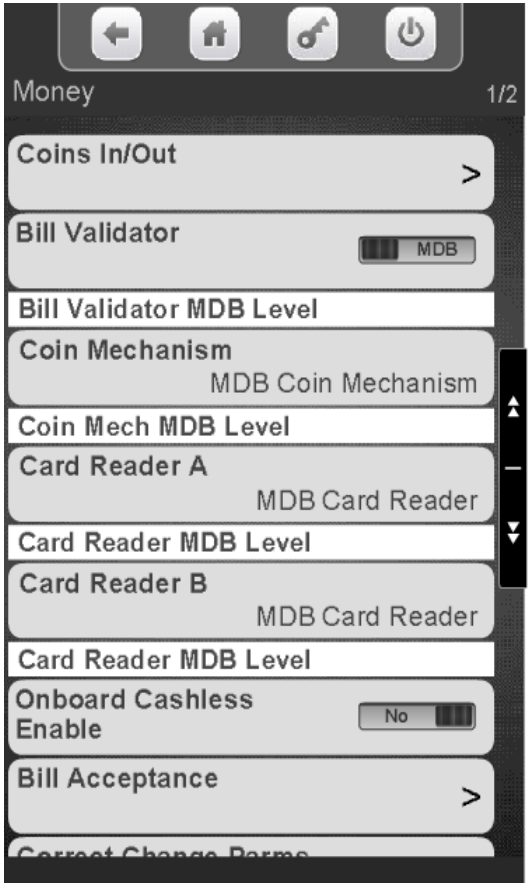
- Allows you to program the settings for all credit devices and related functions.
- Touch Money to enter the Menu.

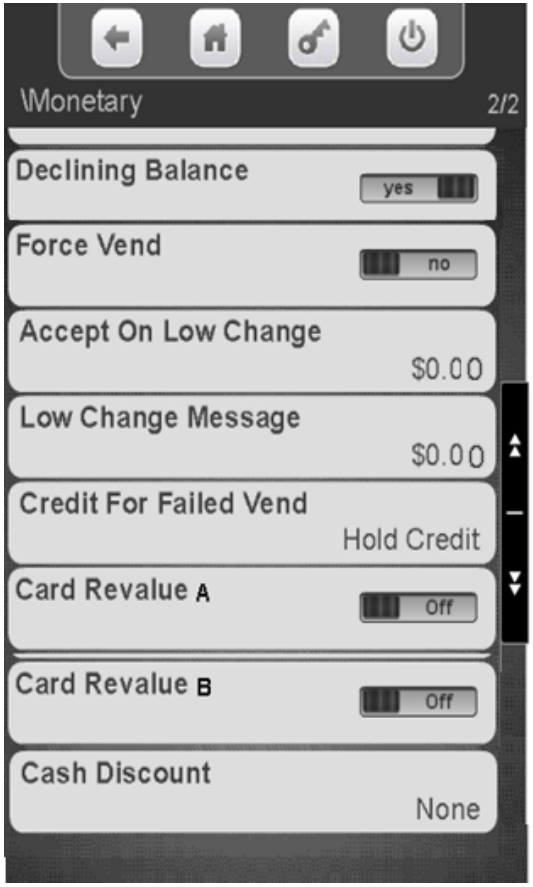


Monetary Menu

The Monetary Menu provides access to the following Menus:

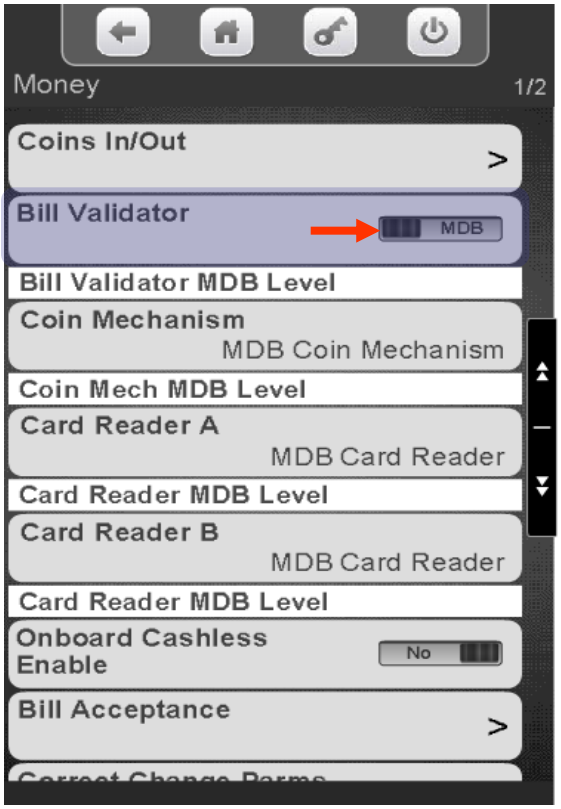
- Coins In/Out
- Bill Validator
- Coin Mechanism
- Card Reader A&B
- Onboard Cashless
- Bill Acceptance
- Declining Balance
- Force Vend
- Accept on Low Change
- Low Change Message
- Credit For Failed Vend
- Card Revalue A&B
- Cash Discount





Monetary Menu
Bill Validator Enable

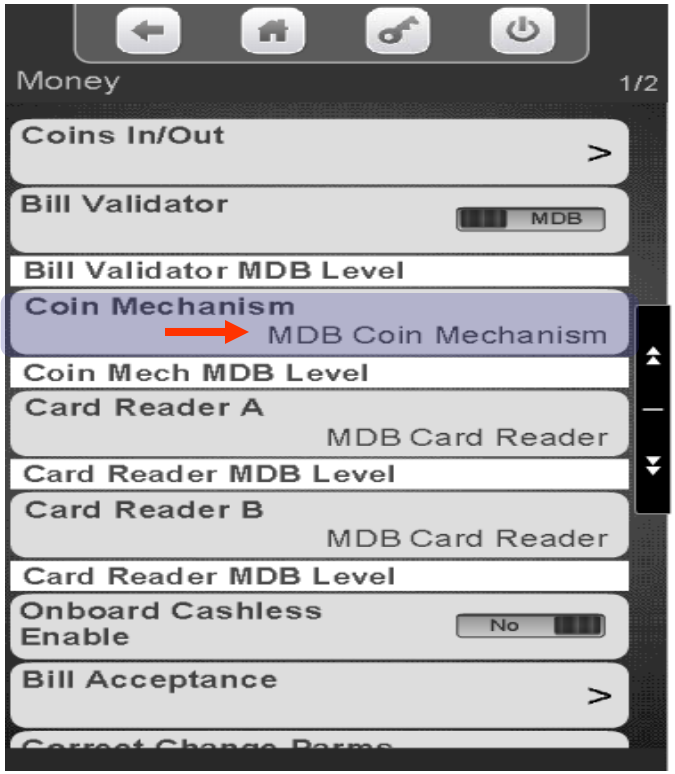
Touch Bill Validator to toggle between **MDB** or **No Bill** validator.



Once communication is established the communication level of the Bill Validator will be shown

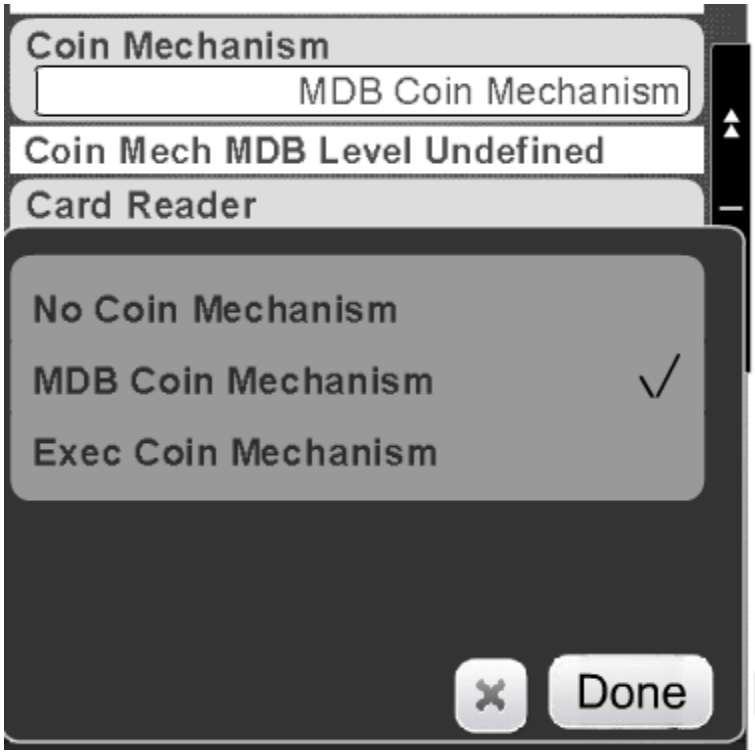
Monetary Menu
Coin Mechanism Enable

Touch Coin Mechanism to choose the coin mechanism type. The current setting is shown without entering the menu.



Touch the desired Coin Mechanism option and press Done to save.

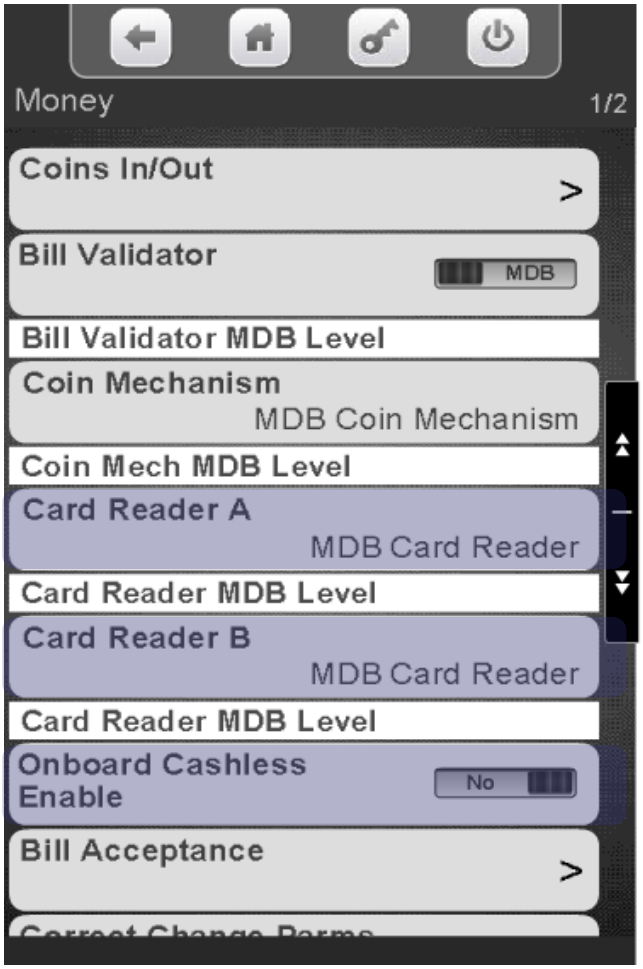
Note: Exec is not used in the US.



Monetary Menu
Card Reader Enable

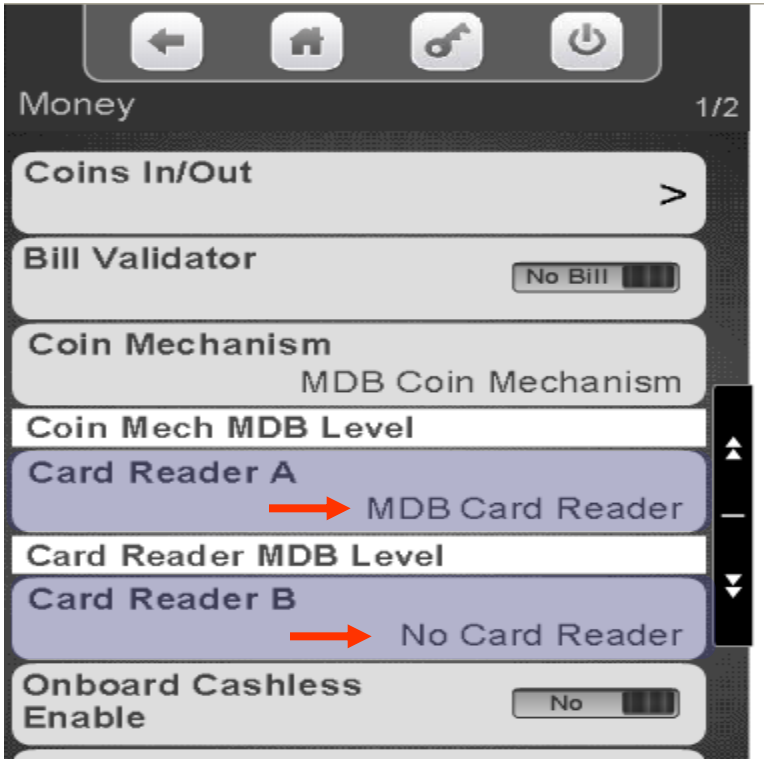
Card Reader / Cashless Options

- There are three menu Bars as shown on the right for Card reader and/or cashless options.
- There are two menus for MDB card reader and one for an onboard reader.
- MDB is an add on card reader that plugs into the MDB harness in the machine. Your options in this menu are MDB card reader or No Card Reader. This option is set under the Card Reader Menu Bar.
- Onboard is a swipe built into the front of the machine and the options are Yes or No.
- Currently it is not possible to have two external MDB card readers in the machine at the same time. You can operate one external MDB card device, and the Onboard cashless reader at the same time.

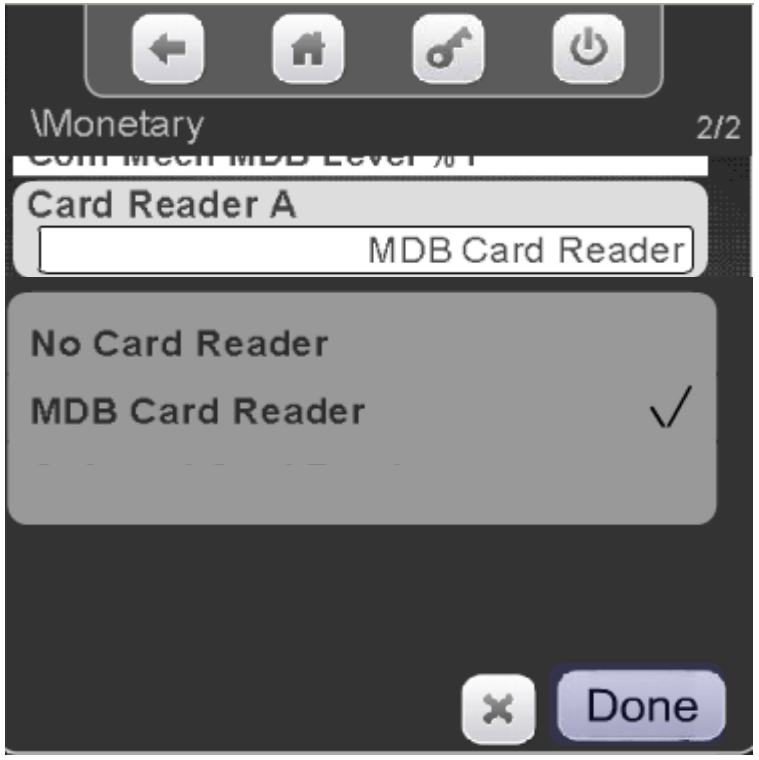


Monetary Menu
Card Reader Enable

Touch Card Reader A or B to choose your MDB card reader option. The current setting is shown without entering the menu.

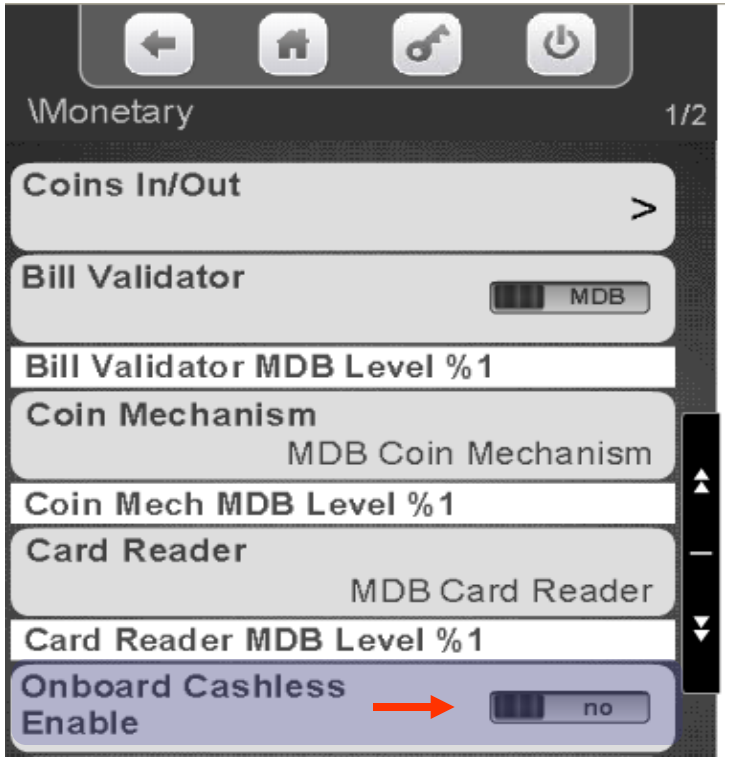


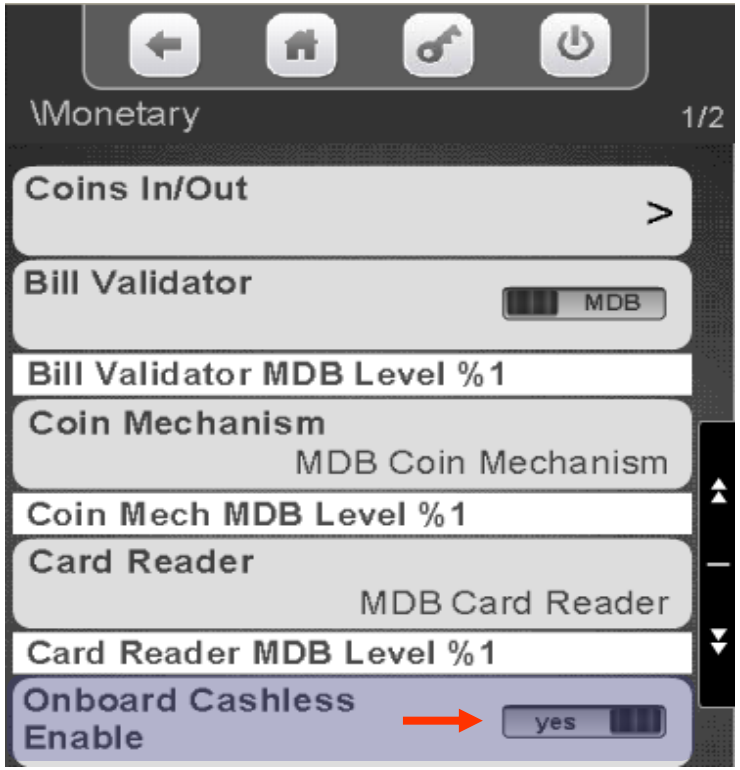
Touch MDB or No Card Reader, Touch Done to save or X to exit without saving.



Monetary Menu
Onboard Cashless Enable

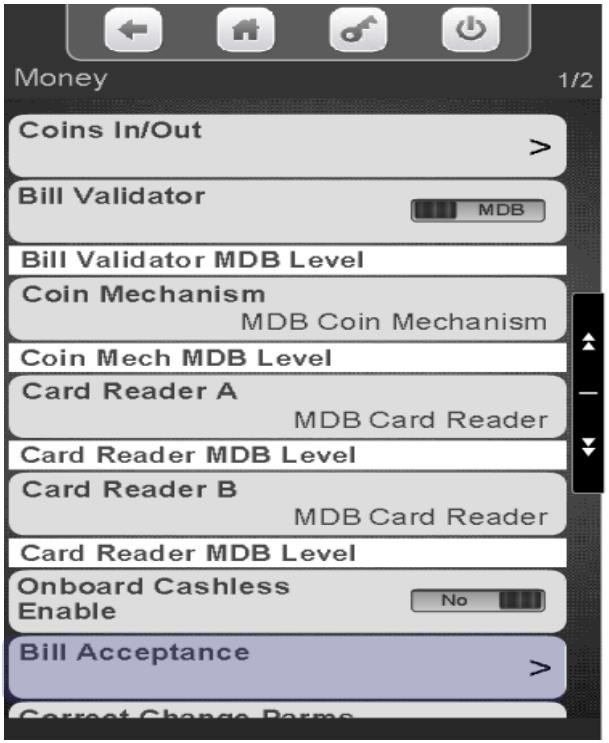
Touch Onboard Cashless Enable to toggle between Yes and No.
An Onboard card reader is a built in card swipe that plugs directly into the Atlas controller at J42.





Monetary Menu
Bill Acceptance

Touch Bill Acceptance to enter the menu. All denominations enabled on the Bill Validator will be shown. Notes shown will change based on the country of destination.



Touch the value on the display to select or unselect the bill/note denominations you wish to accept/not accept. Token must be enabled to accept Tokens or Coupons. Note: You will also need to choose what selections work with tokens or coupons in the Special Vend Modes Menu.

System Settings

Systems Settings Menu Icon

- Allows you to program the overall systems functions.
- Touch System Settings icon to enter the Menu.

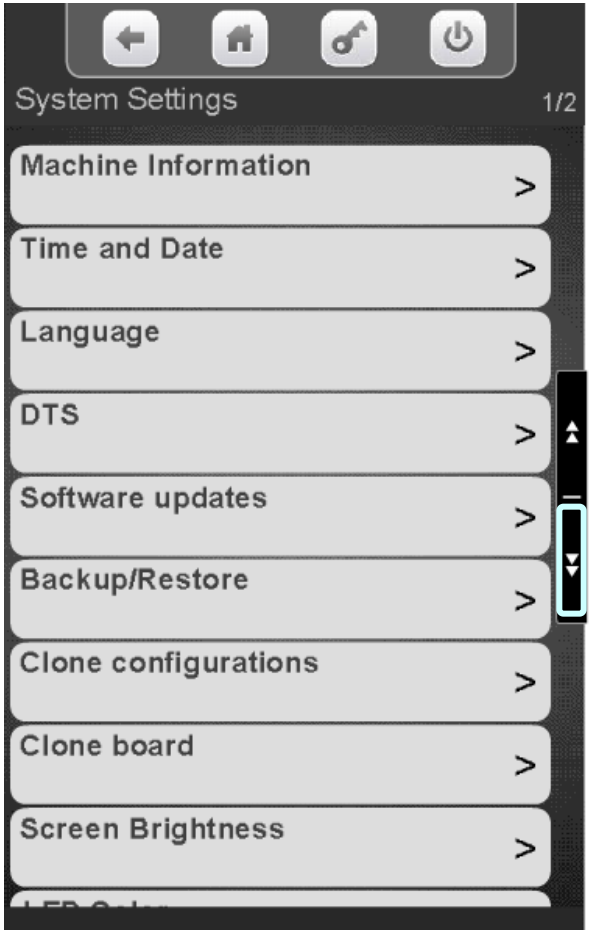
System Settings

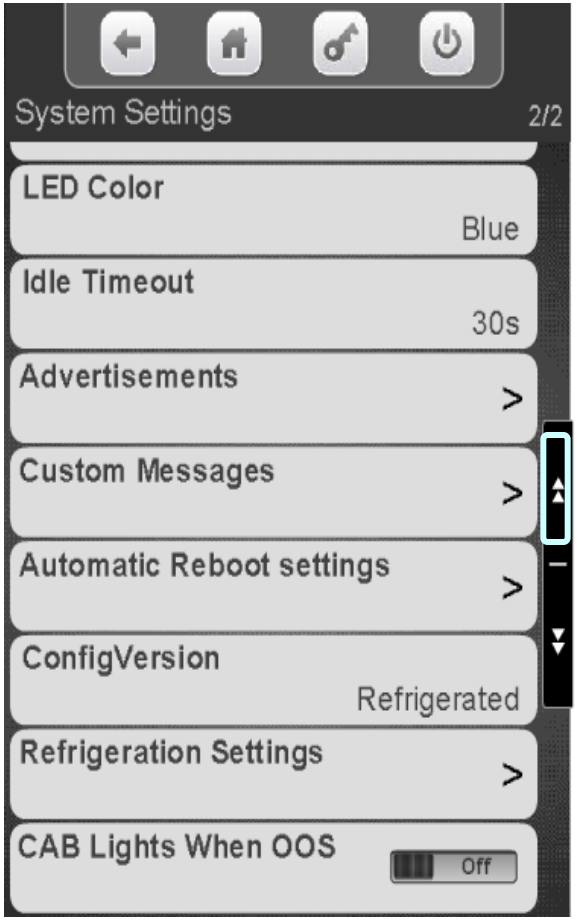
System Settings

•Touching the System Setting Icon from the home screen allows access to the System Settings Menus shown on the two screens to the right.

•Touch the down arrow to scroll to the next menu screen.

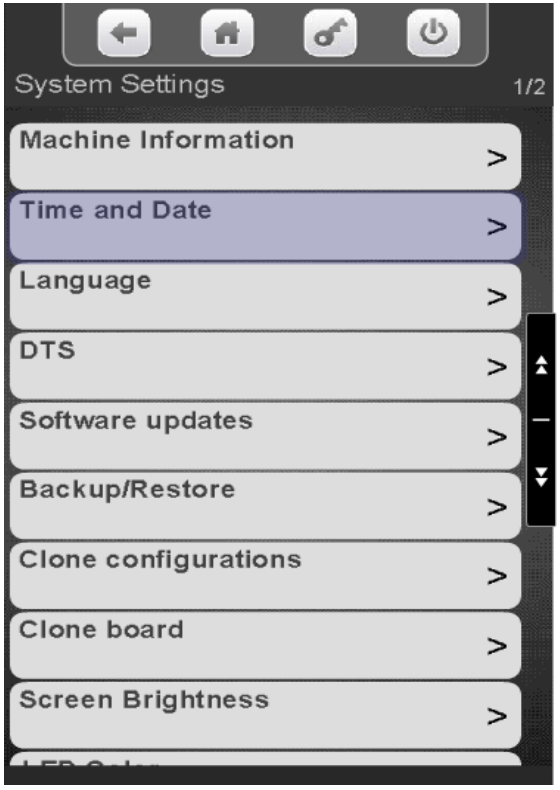
•Touch the up arrow to return to the previous menu screen.



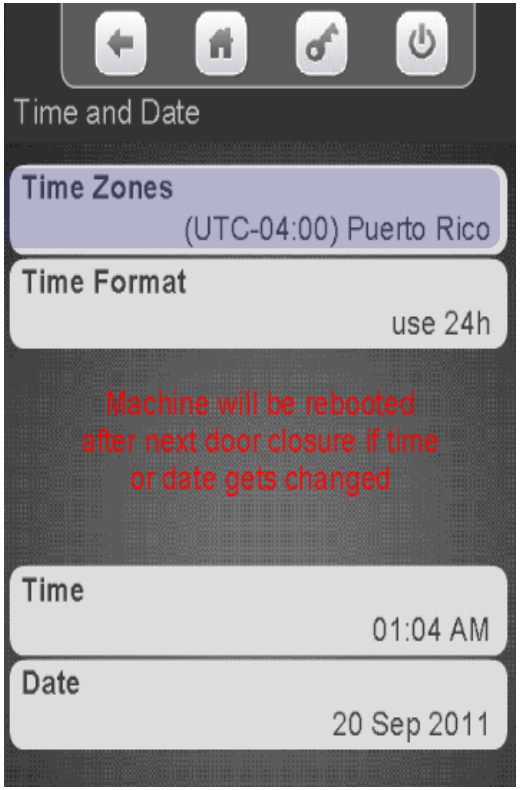


System Settings
Time and Date

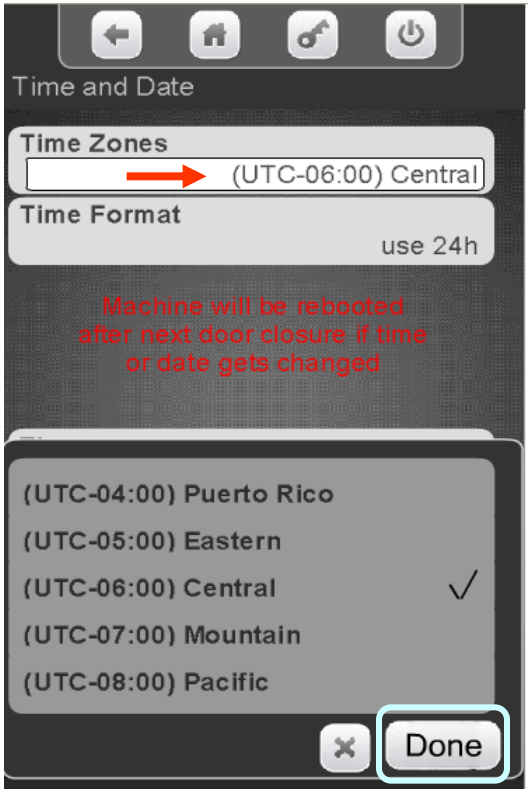
Touch the Time and Date menu bar to access the Time and Date Menu.



Touch to set your Time Zone



Touch your Time Zone followed by Done.



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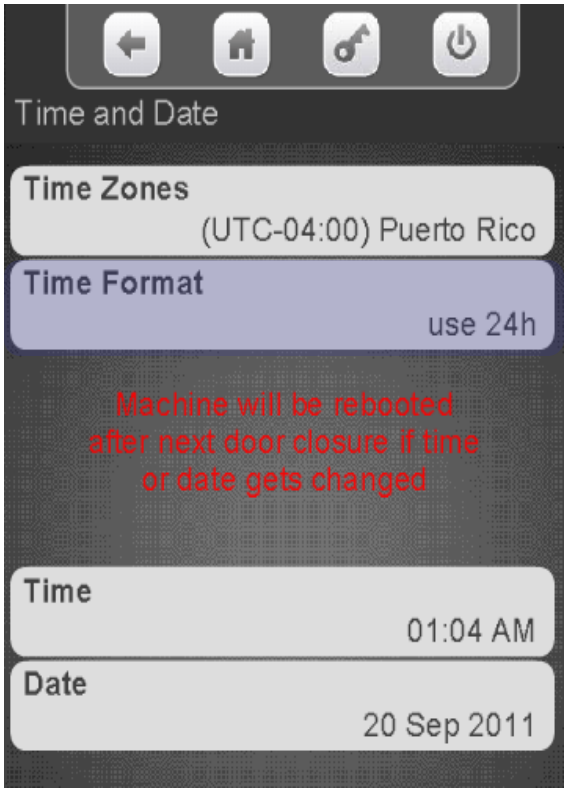
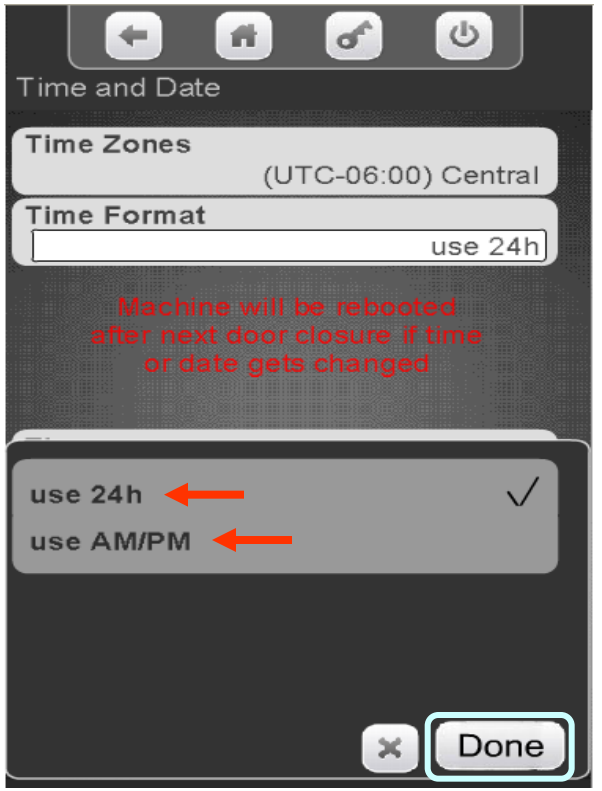
System Settings
Time and Date

Touch Time Format to change the Format between 24 hours and AM/PM.



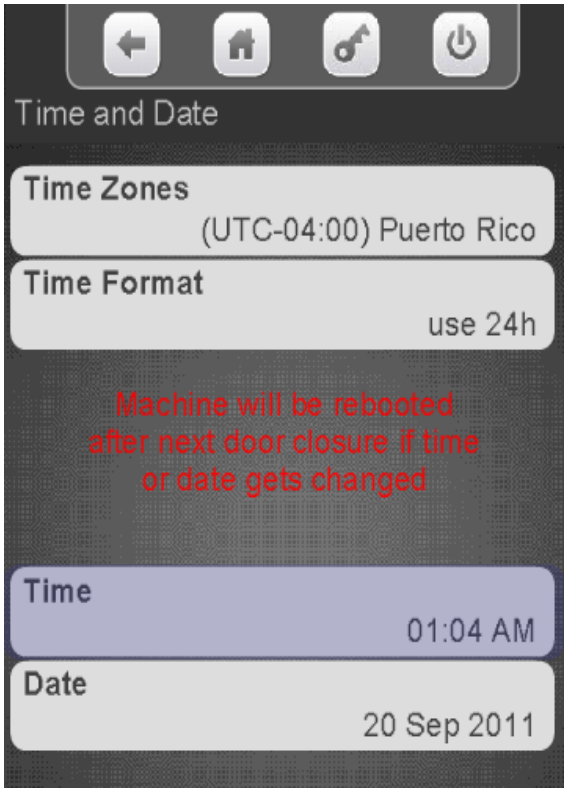
Touch your desired format. Touch Done to save.



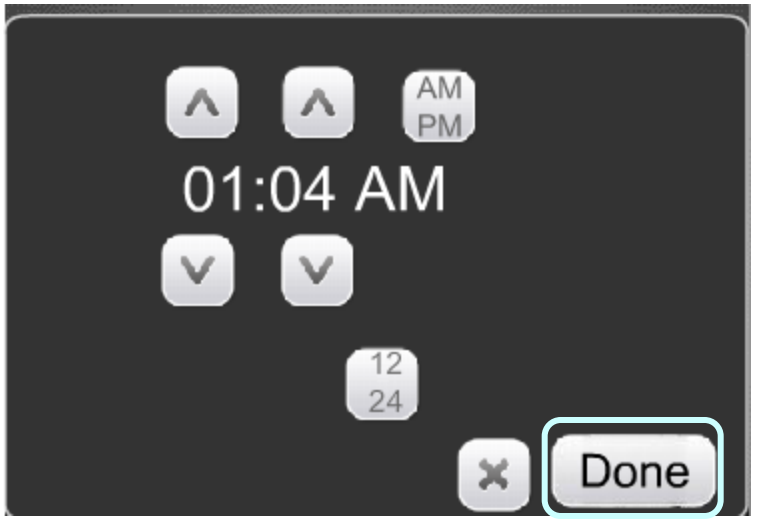
Continued

System Settings
Time and Date

Touch the Time menu bar to change the current time .



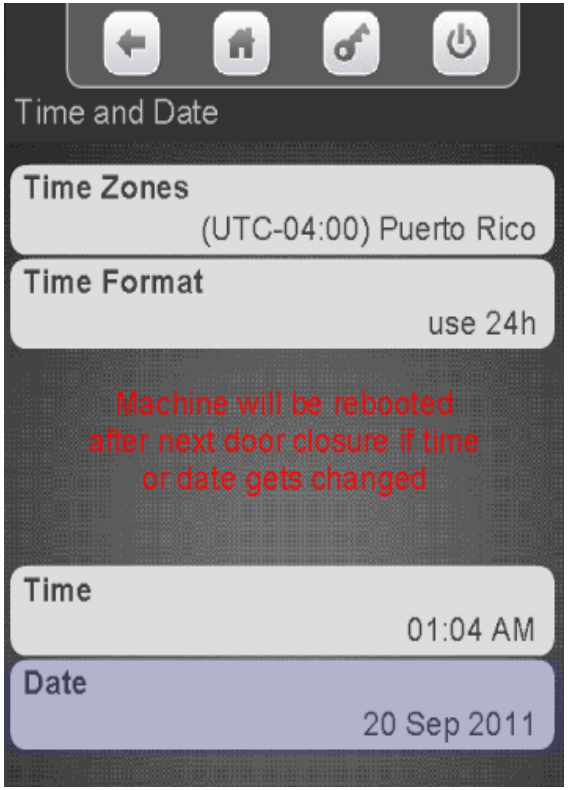
Touch the arrows key above and below the hour or minutes to change the time. Touch the AM/PM or 24 hour icon change your time format. If the format is changed here it will also changed in Time Format menu. Touch Done when finished. Press the door switch after setting the time and/or date, this will cause a reboot and ensure the Time & Date are saved.



Continued

System Settings
Time and Date

Touch the Date menu bar to change the Current Date .



Touch the arrow keys above and below the Day, Month and Year to change the date. Touch Done when finished.

Press the door switch after setting the time and/or date this will cause a reboot and ensure the Time & Date are saved.

Continued

System Settings
Language

The Language Menu allows you to:

- Customize the Languages available to your customer.
- As shown in the picture to the right, you can enable multiple Languages at one time.
- The Language used in the service menus can also be changed and are independent of the customer languages set.
- Additional Languages can now be uploaded without changing the software, starting with version 10.8.4.

Note: **You must have "Skip Main Menu" set to No when multiple Languages are enabled. This menu is located under the "Special Vend Modes" icon accessible from the main menu.**

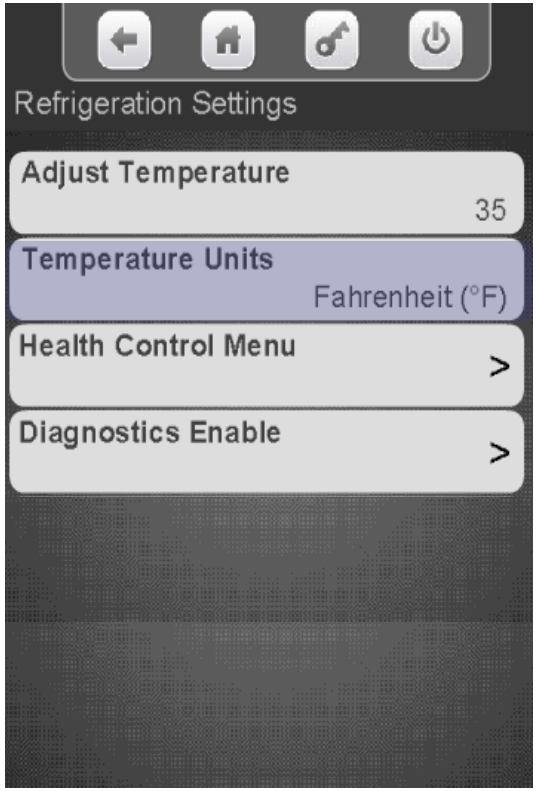
System Settings
Language

Touch Service Application or User Interface to change the current Language options.

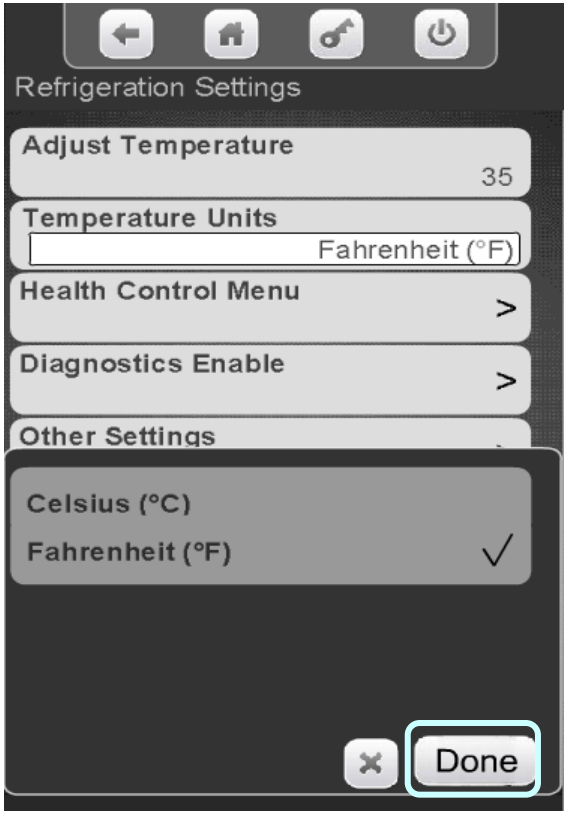
Touch a Language and Press Done to apply that Language as a default for the Service Menus. Repeat this process for the User Interface Messages, as required.

System Settings
Refrigeration Settings – Temperature Units

Touch Temperature Units to change the viewable Temperature between Fahrenheit and Celsius



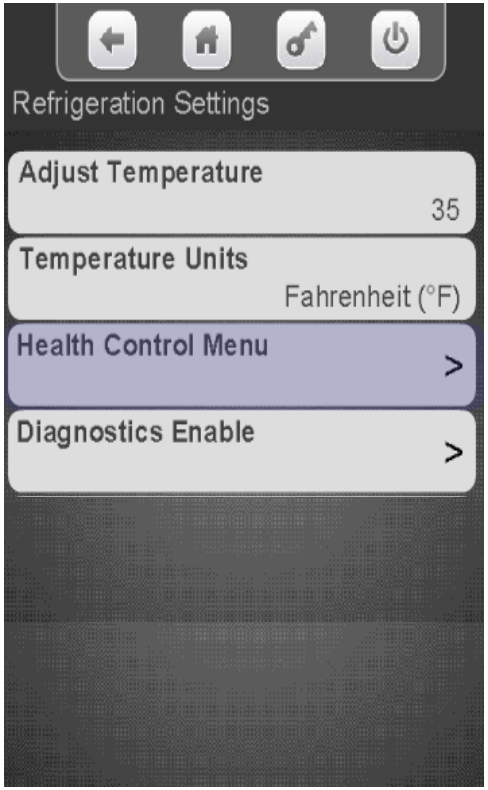
Touch Fahrenheit or Celsius. Touch Done to save!



System Settings

Refrigeration Settings – Health Control

Touch Health Control to enter the Menu



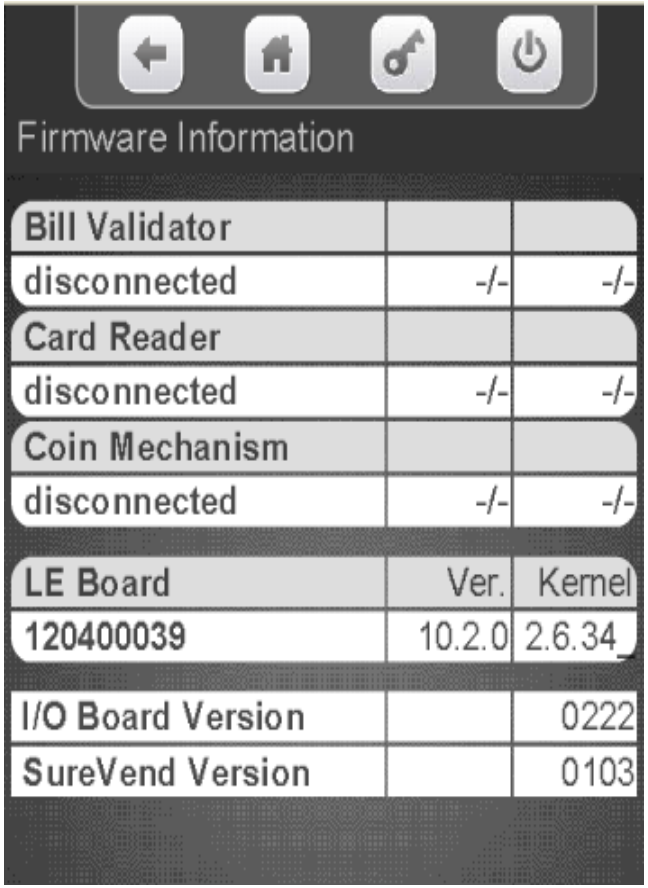
On the display Touch the tray number you wish to view or change.

All available selections are shown. Touch a selection to add a checkmark to the selections that are active for Health Control.

Firmware Information

Touching Firmware on the keypad brings up an information screen that displays the following information:

- All the MDB peripherals in the machine including manufacturer, serial number and software version.
- The software version of the SureVend™ board.
- The software version of the I/O board.
- The software version of the LE board.
- The serial number of the Atlas control board, along with the software version, and kernel file version.



Error Description	Probable Cause	Possible Solutions
Stuck Keys Fatal.	Stuck keys on keypad or shorted connections/harness.	Check connectors to be properly installed. Check harness for damage. Replace the keypad.
No Monetary Device Fatal.	The control board has not been able to detect a working monetary device.	Check connectors to be properly installed. Check harness for damage. Check for faulty bill validator/harnessing. Retest without the bill validator and harnessing installed Replace the coin mechanism.
CM No Comms.	No Communications are occurring between the coin mechanism and the control board.	Check connectors to be properly installed Check harness for damage Retest without the bill validator and harnessing installed Replace the coin mechanism.
CM ROM Error	Coin Mech ROM Error	Replace the coin mechanism.
CM Acceptor Unplugged	Coin Mech Acceptor Unplugged.	Check the connections within the coin mechanism Replace the coin acceptor. Replace the coin mechanism.
CM Acceptor Jammed	Coins or other items are stuck in the acceptor causing the gate to remain open.	Remove the coins or other items from the acceptor. Replace the acceptor. Replace the coin mechanism.
CM Payout Jammed.	Coin pay out motor or solenoid is stuck in cycle.	Check for and remove bent coins or other items causing the jam. Replace the coin mechanism.
CM Sensor Error.	Bad coin mechanism sensor.	Check for an item causing a blockage and remove. Replace the coin mechanism.
# XX Coin Mech Tube Empty.	The coin mechanism is reporting that there is an empty payout tube. (# XX indicates which tube is reported empty.	Check for an empty tube and replenish. Check for a bad sensor. Replace the coin cassette. Replace the coin mechanism.
CM All Tubes Error.	Coin mechanism not sensing any pay out tubes.	Check for proper pay out cassette placement. Replace the payout cassette. Replace the coin mechanism.
CM Tube Error.	Coin mechanism not sensing a payout tube.	Check for proper pay out cassette placement. Replace the payout cassette. Replace the coin mechanism.
CM Disabled.	Coin mechanism has been disabled by the board	Power down the machine and re-start. Remove bill validator and/or card reader from system. Replace the coin mechanism. Reset the control board. Replace the control board.
Exec Price Error.	Executive coin mechanism error.	Replace executive coin mechanism. Check for a price set outside of allowed parameters.

Error Description	Probable Cause	Possible Solutions
No Monetary Device.	No monetary device detected by the board.	Check connectors to be properly installed. Check harness for damage. Remove bill validator and/or card reader from system. Replace the coin mechanism.
Coin Return Motor Not Present	Control board not sensing the presence of a coin return motor.	Check the connection J6 on the I/O board to the coin return motor. Home the coin return motor. Replace the coin return motor. Check for damage to harnessing. Reset or replace the control board.
Coin Return motor Run Time Timeout.	The board has determined that the coin return motor should have arrived at home position, but it has not.	Check the connections to the coin return motor. Home the coin return motor. Replace the coin return motor. Check for damage to harnessing. Reset or replace the control board.
Coin Return Motor Short Circuit	Coin return motor has shorted out.	Check connections and harnessing for damage. The coin return motor is not engaging the
Coin Return Motor Drive Failure	The Coin Return motor is not engaging the coin return arm on the coin mechanism	Check for damaged or missing drive linkage. Check for proper mounting of coin mechanism. Check for damage on coin mechanism pay out parts.
Low Change.	The coin mechanism has reported a low or empty condition in one or more of the coin pay out tubes	Add coins to the tubes using the coins in/out screen in the monetary section of the service modes. Do vends with coins to add coins to the tubes. Replace coin mechanism.
No IO Comm.	The control board is not communicating with the I/O Board	Check for proper connections on the I/O board. Check for proper connections on the control board. Check for damage to the harnessing. Remove the monetary devices from the system and check for restored communication, since they share the MDB buss Replace the I/O board. Reset and/or replace the control board.
Please Wait.	The board is asking you to wait while it completes an ongoing operation.	Wait for the board to finish the operation. Re-start the machine and let it re-boot. Remove monetary devices and re-start the machine. Reset and/or replace the control board.
No Selections Available.	The control board is not sensing any motors available for use.	Check for motors to be homed. Check for motors and harnesses to be connected to I/O board Check for power to I/O board. Replace I/O board. Reset and/or replace control board.

Error Description	Probable Cause	Possible Solutions
All Selections Disabled.	The control board has disabled all the motors in the machine	Check SureVend settings and operation. Check for a timed event to be enabled causing the condition Check/replace I/O board. Reset/replace control board.
IO Board Voltage.	The control board has detected improper voltage for I/O board operation.	Check voltage to the machine. Check voltage to the I/O board. Replace the I/O board. Remove the monetary devices from the system and check for restored voltage, since they share the MDB buss
Init Failed.	The control board has failed to initialize successfully.	Power down and re-start the machine. Power down, disconnect monetary devices and restart the machines Replace the control board.
Health Control Active.	The control board has detected a temperature condition which is outside the allowed parameters and has stopped allowing sales of involved products.	Check for clean screens and condenser. Check for acceptable clearance behind the machine. Check temperature sensor for accurate readings. Check refrigeration system for proper function.
Anti Jackpot Error.	The control board has detected multiple attempts to vend a product from a selection and has not seen a successful delivery.	Check SureVend calibration. Check SureVend function. Check motor function.
# XXX Sold Out.	The control board has determined that a selection is sold out. (XXX indicates the selection number).	Check to see that there is product. Check SureVend calibration. Check SureVend function. Check motor function.
Factory Init.	An attempt to restore factory default settings has been unsuccessful.	Power down, power up, try again. Power down, remove monetary devices and try again. Replace the control board and reset.
CR No Comms.	The control board is not able to communicate with the card reader.	Check connections for the card reader. Check for damage to the harness (cut, pinched, etc.). Replace the card reader. Reset the control board. Replace the control board.
CR Comms Error.	The control board is not communicating with the Card reader.	Check the connections and harness for damage. Check the settings on the board and on the reader. Replace the reader. Reset and/or replace the board.
BV No Comms.	The control board is not communicating with the bill validator.	Check the connections and harness for damage. Check the connections and settings for the validator. Replace the harness. Replace the validator.
BV Motor Error.	The validator has reported an error to a drive motor within the validator.	Check for a broken belt or blockage. Replace the bill validator.

Error Description	Probable Cause	Possible Solutions
BV Sensor Error.	The validator has reported an error to a sensor within the validator.	Check for a sensor blockage. Replace the bill validator.
BV ROM Error.	An error has been detected in a main chip in the validator	Replace the bill validator.
BV Acceptor Jammed	A jam in the bill path has been detected.	Check the bill path for items that are blocking sensors. Check to see that the bill path gates are not open. Clean sensors per manufacturer's instructions Replace the bill validator.
BV Stacker Error.	An error has been reported concerning the bill box.	Check the bill box is correctly installed on the validator Replace the bill box. Replace the bill validator.
BV Stacker Full.	The bill validator is reporting that the bill box is full	Check for an excess quantity of bills and remove them. Check validator diagnostic messages Replace the bill box. Replace the bill validator.
BV Disabled.	The control board has disabled the bill validator.	Check for coins in the payout tubes of the coin Check for a fault with the bill validator. Verify Validator setting in Money Menu are correct
Check Winner Prize.	The control board has detected a failed winner vend.	Check for the presence of product. Check motor function.
POWER OFF.	The control board has detected a power outage.	Check the power cord and GFCI plug. Check the circuit breaker. Check the On/Off switch in the machine.
DOOR OPEN.	The control board is reporting that the door has been opened	Check to see if someone has been in the machine. Check the door switch. Check switch connections and harnessing for damage.
Power Save mode.	The machine is in a power save event.	Let the event complete. Modify or eliminate the event in the software settings.
Sold Out Machine.	The control board has determined that all selections in the machine are sold out.	Check SureVend settings and function. Check for vend motor function. Check harnessing connections. Check for board function (selection configuration).
Recycler Motor Problem.	A problem has been detected with a motor inside the recycler	Check for an obstruction or blockage within the recycler which is preventing the motor from completing a complete cycle Replace the recycler
Recycler Sensor Problem.	A problem has been detected in a sensor within the recycler	Replace the recycler cassette. Replace the recycler
Recycler Jam.	The recycler is unable to function.	Check for an obstruction or blockage within the recycler which is preventing the motor from completing a normal cycle Replace the recycler cassette. Replace the recycler
Recycler Checksum Error.	A communications error has been reported between the recycler and the control board.	Check the bill validator harnessing for damage. Re-start the system to restore communication. Replace the recycler.

Error Description	Probable Cause	Possible Solutions
Recycler Disabled.	The recycler has been disabled by the control board.	Check for proper function of the recycler unit (errors). Verify Validator setting in Money Menu are correct Replace the recycler
BV Stacker Motor	An error has been reported concerning the stacker motor in the validator or recycler	Check the bill path for a blockage preventing the correct stacking of a bill in the bill box Replace the bill validator/recycler
CR Manu Trans Error	The card reader has reported an error in transmitting data.	Check the card reader for proper function. Verify telemetry functions Reset the card reader and retry. Replace the card reader.
CR Service Error.	An internal error has occurred within the card reader	Reset the card reader and retry. Replace the card reader.
CR Manufact Error.	An internal error has occurred within the card reader	Reset the card reader and retry. Contact the card reader manufacturer for assistance Replace the card reader.
CR Failed OOS Error.	An internal error has occurred within the card reader	Reset the card reader and retry. Contact the card reader manufacturer for assistance Replace the card reader.
CR Comms OOS Error	An internal error has occurred within the card reader	Reset the card reader and retry. Contact the card reader manufacturer for assistance Replace the card reader.
CR Jam OOS Error.	An internal error has occurred within the card reader	Reset the card reader and retry. Inspect Card Entry slot for a jam Contact the card reader manufacturer for assistance Replace the card reader.
CR Manufact OOS Error	An internal error has occurred within the card reader	Reset the card reader and retry. Contact the card reader manufacturer for assistance Replace the card reader.
BV Recycler Gate Error	An error has been detected in the recycler gate	Check for a blockage in the bill path which prevents the bill gate at the entrance to the recycling cassette Replace the recycling cassette Replace the recycler.
Capacity Sensor Failure.	An error has been reported with a sensor inside the bill validator.	Re-start the bill validator and check function. Replace the bill validator
BV Recycler Tape Error	An error has been reported in the operation of recycling tape within the recycling cassette	Check for a blockage in the bill path which prevents the he tape from moving backward and/or forward. Replace the recycling cassette Replace the recycler.
Optical Sensor Failure.	The failure of an optical sensor within the bill validator/recycler has been detected.	Check & clean the bill path for an obstruction or blockage which prevents the optical sensor from functioning. Replace the bill validator/recycler

Error Description	Probable Cause	Possible Solutions
Magnetic Sensor Failure.	The failure of the magnetic sensor within the bill validator has been detected.	Check the bill path for an obstruction or blockage which prevents the magnetic sensor from functioning. Replace the bill validator/recycler
Recycler Cass Jammed.	The recycler cassette is not able to move.	Check the bill path for an obstruction or blockage which prevents the recycling cassette from functioning by manually unloading bills Replace the recycling cassette Replace the recycler.
BV Path Jammed.	A blockage of the bill path has been reported.	Check the bill path for an obstruction or blockage which prevents normal operation. Replace the bill validator/recycler
BV Cashbox Jammed	The bill box has become jammed and is not allowing the stacker motor to complete its cycle.	Check for a full bill box, remove bills Check for damaged bills blocking the operation of the Stacker Plate Replace the bill box. Replace the bill validator.
Stacker Out Of Position.	The control board has detected that the stacker has stopped out of its home position.	Check the bill path for an obstruction or blockage which prevents the stacker motor to complete its cycle. Check for proper installation of the bill box. Replace the bill box. Replace the bill validator.
Recycler Out Of Position.	The recycler is not able to accept bills.	Check for proper installation of the recycler cassette. Check for an obstruction or blockage which is preventing the cassette from locking into position. Replace the recycler cassette. Replace the bill validator.

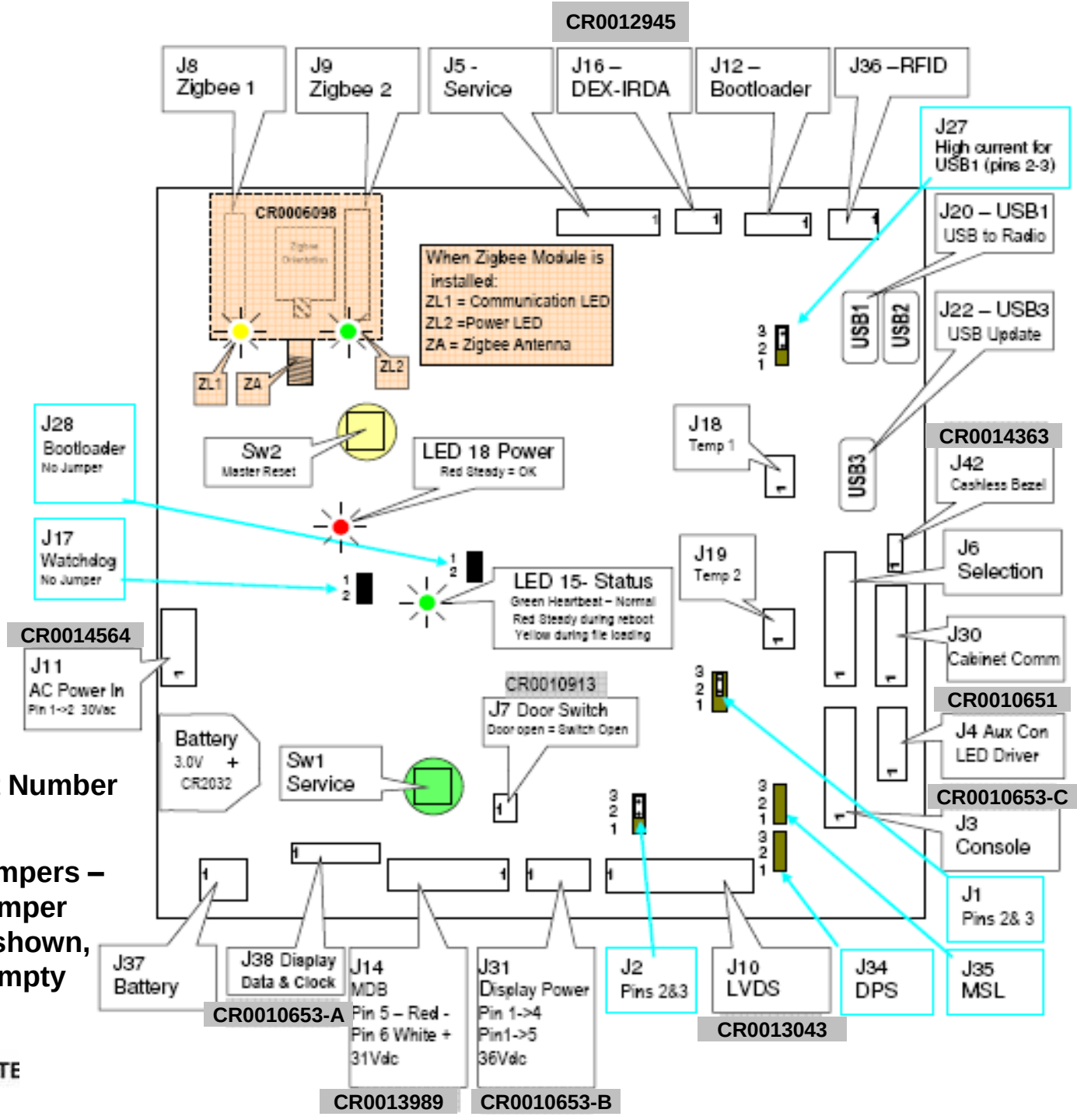
Error Description	Probable Cause	Possible Solutions
BevMax Media Specific Errors		
X Motor Failure.	The control board is reporting that the X motor is not functioning.	Check for proper connections to the motor. Check for damage to the harnessing. Check for proper switch function. Check for over tightening of the motor. Replace the motor.
Y Motor Failure.	The control board is reporting that the Y motor is not functioning.	Check for proper connections to the motor. Check for damage to the harnessing. Check for proper switch function. Check for over tightening of the motor. Replace the motor.
X Motor Home Failure	The X motor home switch is not detected	Check XY Assy is all the way to the left at the top Replace the X Home Switch. Replace the Atlas Board.
Y Motor Home Failure	The Y motor home switch is not detected	Check XY Assy is all the way to the left and Delivery Cup is all the way to the bottom. Replace the Y Home Switch. Replace the Y Board. Replace the Atlas Board.
Picker Home Failure	The picker home switch is not detected	Check the plunger is all the way in at the home position. Replace the Picker Home Switch. Replace the Delivery Cup Assy. Replace the Y Board. Replace the Atlas Board.
Port Open Error	The port closed switch is not detected.	Check the port door is all the way closed. Replace the Port Closed Switch. Replace the Port Assy. Replace the Atlas Board.
Picker Motor Failure	The control board is reporting that the picker motor is not functioning.	Use the position test functions to test the picker motor. Replace the picker cup.
Picker Home Failure	The control board is reporting that the Picker has failed to return to home at the end of a vend cycle or the motor is not functioning.	Use the position test functions to test or cycle the picker back to its home position. Replace the picker cup.
Port Motor Failure	The control board is reporting that the Port motor is not functioning.	Use the port test functions to test for function Check wiring connections. Check switch functions including the position cam. Replace the motor.
Vend Timeout.	The control board is reporting that a successful vend cycle has not been completed in the allowed amount	Check for a picker cup that did not return to the home position Check for a port door that did not open/close.
Cabinet Failure.	Undefined Cabinet error	Use I/O No Comm errors
Coin Return Motor Failure	The control board is reporting that the coin return Motor has failed.	Check the wiring connections. Check for proper mounting of the motor. Check for proper mounting of the coin mechanism. Replace the coin return motor.

Error Description	Probable Cause	Possible Solutions
Refrigeration Errors		
Temperature Sensor Error	Control Board is reporting that the temperature sensor has failed, or is out of range	Compare the reported temperature against a known good thermometer to verify correct temperature Replace the temperature sensor.
Cooling System Not Cooling	Control Board is reporting that the cooling system is not functioning	Check for a bad temperature sensor. Check for other errors that would cause the refrigeration system to have been shut down by the board, as example, an incorrect or corrupted Set Point or Storage Temperature
Cabinet Too Hot.	The control board is reporting that the cabinet is operating at three degrees, or more, above the allowed parameter.	Check for an accurate temperature reading Check Refrigeration Relay for proper operation in the Test menu Check refrigeration system for proper function ((clean screens, condenser also distance from rear wall). Check for proper fan operation.
Cabinet Too Cold.	The control board is reporting that the cabinet is operating at three degrees, or more, below the allowed parameter.	Check for an accurate temperature reading Check Refrigeration Relay for proper operation in the Test menu Check refrigeration system for proper function ((clean screens, condenser also distance from rear wall). Check for proper fan operation.
Health Check Error.	The control board is reporting that an error occurred in the process of conducting a health check.	Check temperature sensors for proper function. Check the refrigeration system for function. Reset machine for another cool down period to check for proper health control function. Reset the control board to default settings and set up for another test. Replace the control board and re-test.
Heath Timer Error.	The control board is reporting that an error has for proper health control function.	Check temperature sensors for proper function. Check the refrigeration system for function. Reset machine for another cool down period to check for proper health control function. Reset the control board to default settings and set up for another test. Replace the control board and re-test.
Health Recheck Error.	The control board is reporting that an error has for proper health control function for a second time	Check temperature sensors for proper function. Check the refrigeration system for function. Reset machine for another cool down period to check for proper health control function. Reset the control board to default settings and set up for another test. Replace the control board and re-test.

Atlas Controller

Atlas Controller with Merchant Touch Software:

Part # CR0020293



CR00XXXXX **Harness Part Number**

On board Jumpers – Unless Jumper Position is shown, pins are empty

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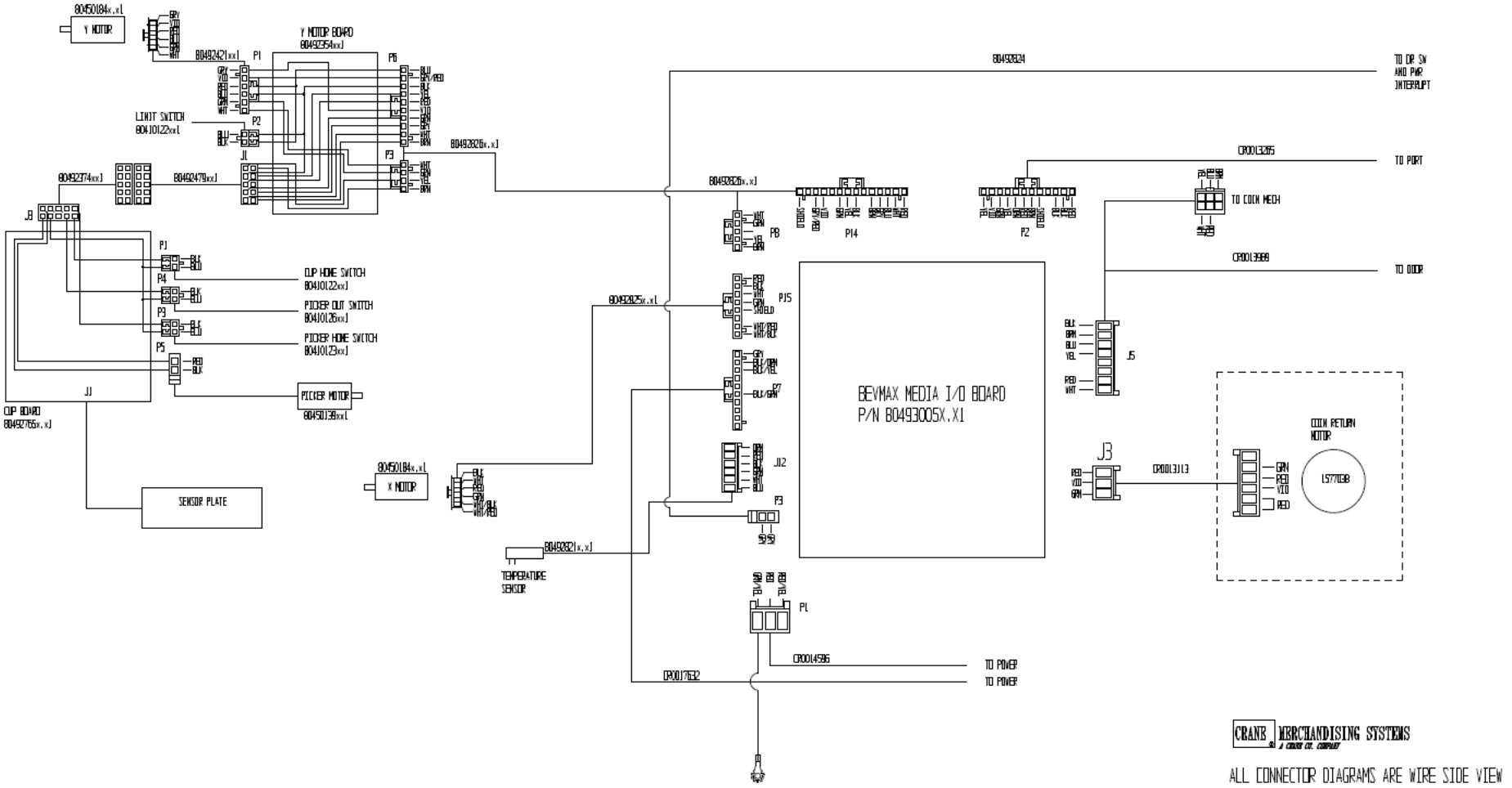
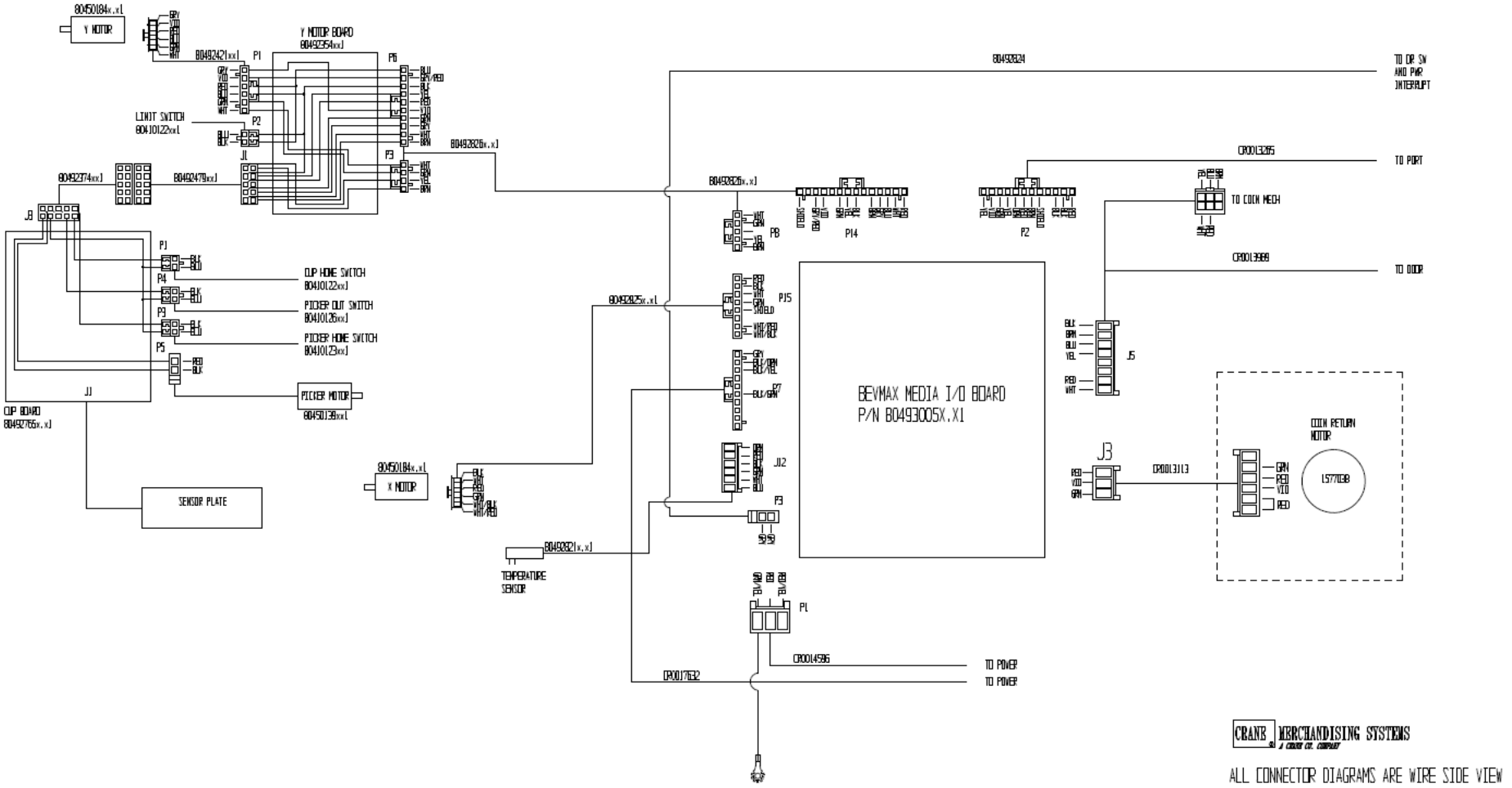
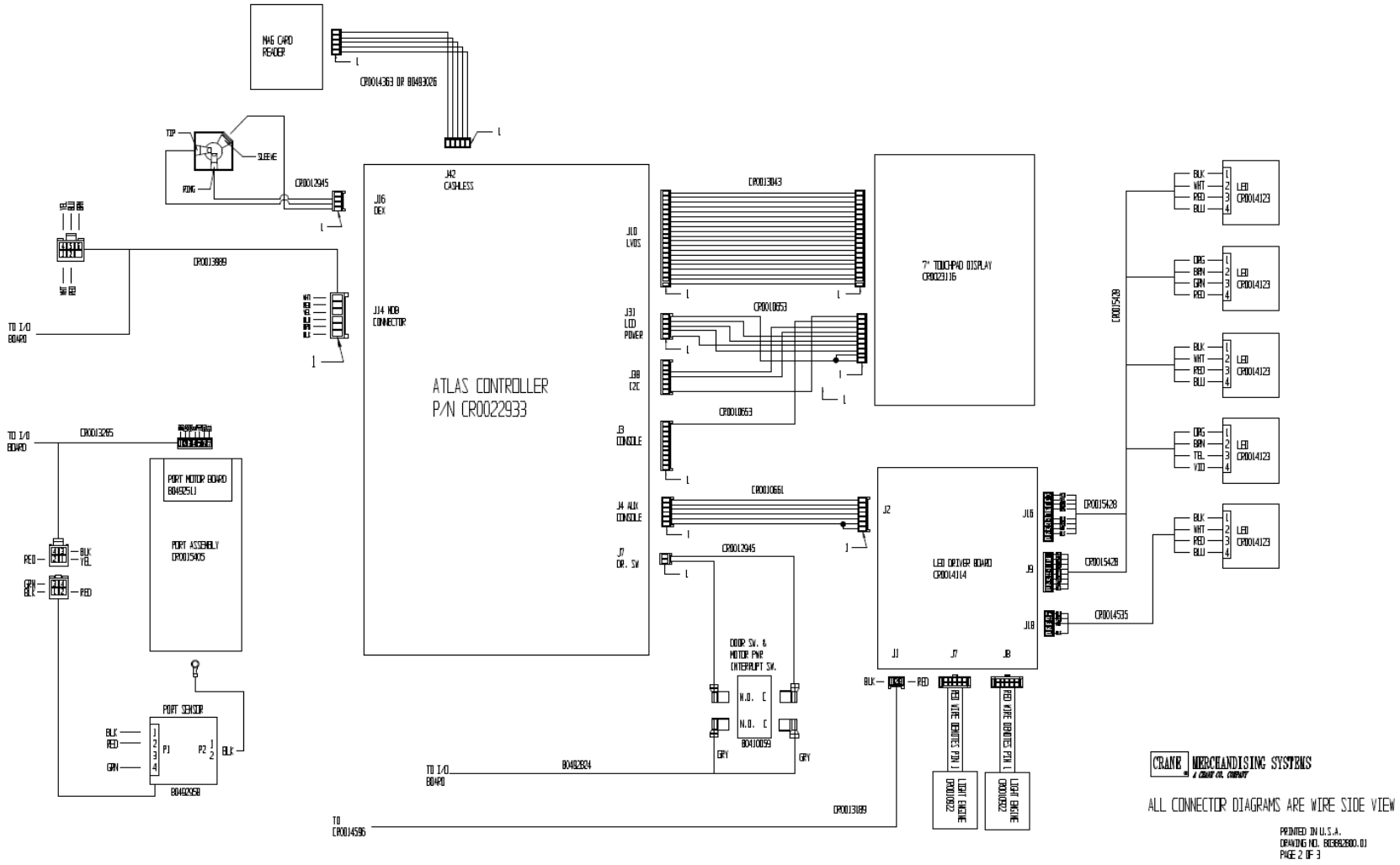
Low Voltage Cabinet Diagram



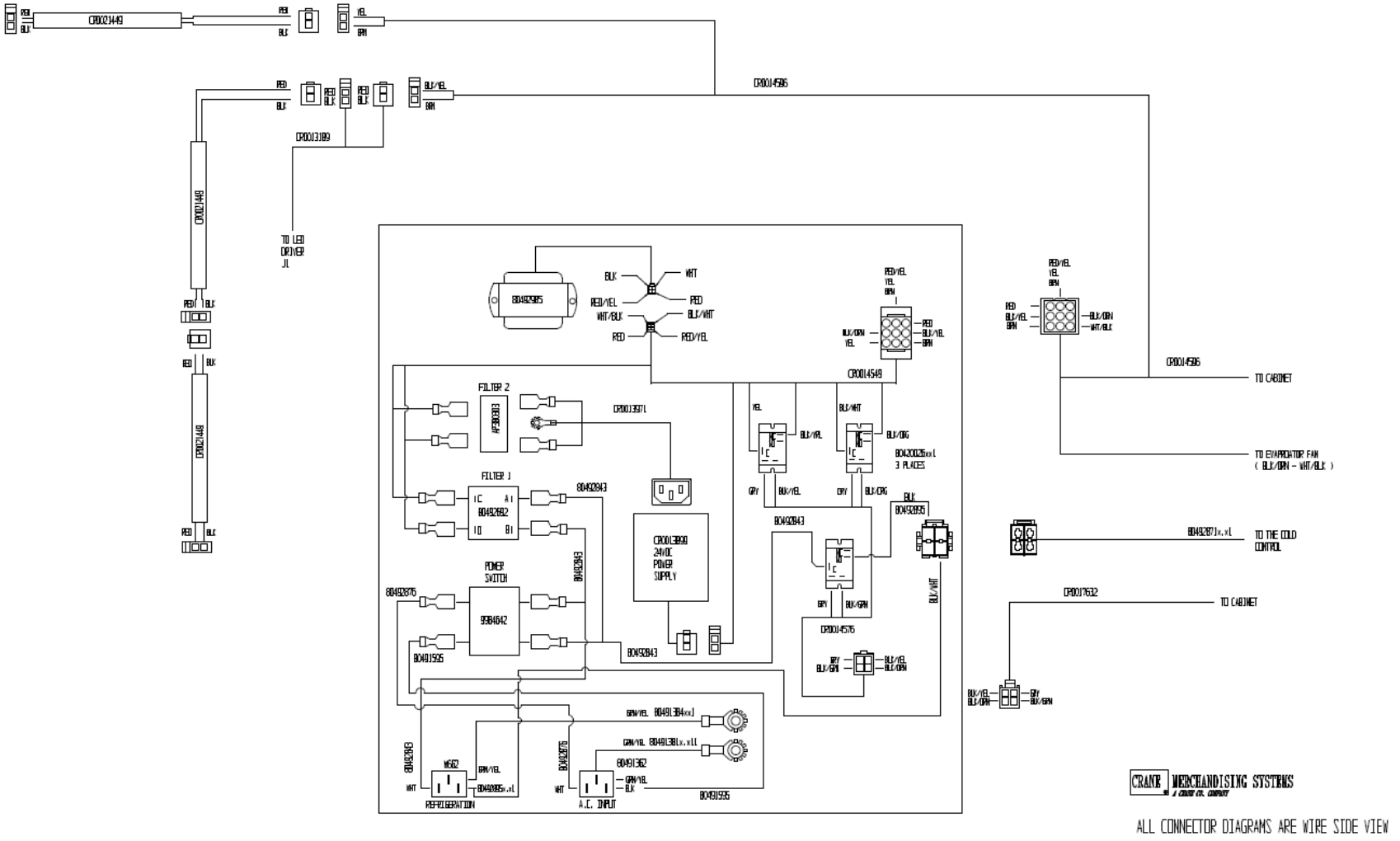
Low Voltage Cabinet Diagram



Low Voltage Door Diagram



Power & Lighting Diagram



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