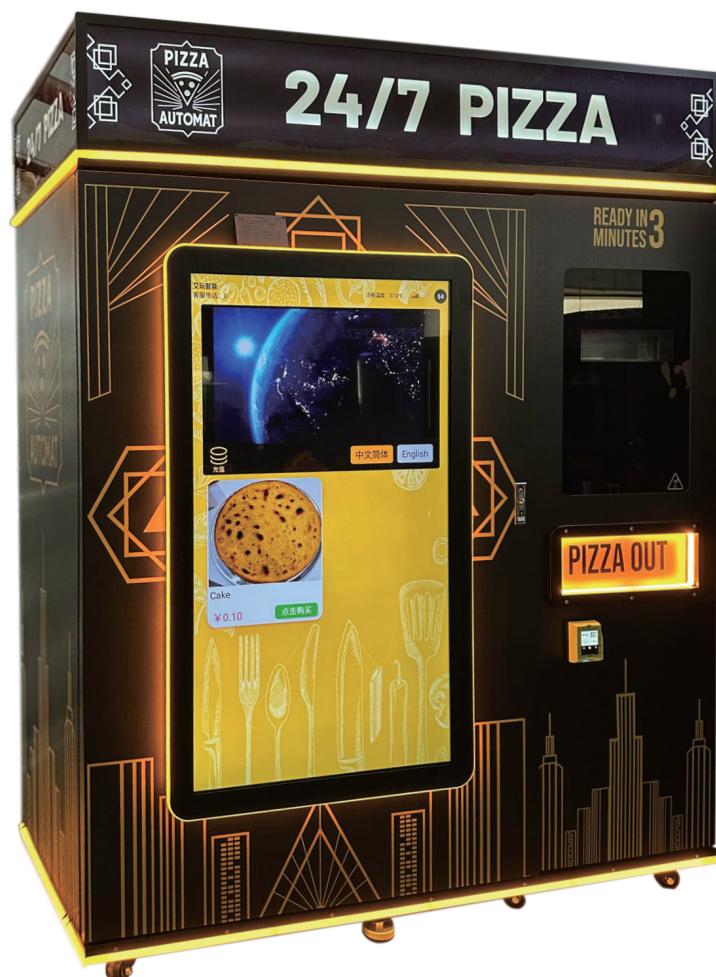


SMART PIZZA VENDING MACHINE



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CONTENTS

INTRODUCTION

General Precautions	04
Intended Use	05
Factory Spare Parts List	06
General Information About The Machine	06
Product Introductory Diagram	08

1. GETTING STARTED

Preparation Before Unboxing	09
Unboxing Steps	10
Pre-Startup Inspection and Preparation	14
Optional Removal of the signage / vent unit of the vending machine	16

2. SWITCHING ON THE MACHINE FOR THE FIRST TIME

Plugging in	18
Description of settings	20

3. INTRODUCTION AND TESTING OF THE VARIOUS FUNCTIONS AND MECHANISMS OF THE MACHINE

General Sequence of the pizza order / pickup / cooking / delivery process	22
Introduction to Machine setting functions	23
WiFi Setting Introduction	25
Test Window Usage Guide	26
Description of the machine hardware and how to test it	28
Payment test	46

4. ADDITIONAL DETAILS ABOUT THE PIZZA OVEN

Oven expansion fan	48
Oven temperature probe	48
Oven lighting	49
Oven turntable	49
Oven turntable positioning sensor / motor	50
Loading a pizza into a rack	50

5. CONTROL AREA

Touch-screen control board	52
Sensor control board	53
Small motor control boards	54
Temperature control board	54
Power boxes	55
Control boxes	55
Oven relay switches	56
Micro-molecule control system	57
Instructions for Clearing Auto Shutoff Error on Pizza Vending Machine	58

6. HOW TO USE THE MOBILE APP

How to obtain and install the APP	60
After installation	60
How to set the name of your vending machine	61
How to register products on your vending machine, and how to set their names, pictures, and prices	61
How to assign a rack to a product	62
How to change and replace video and photo advertising displayed on the machine screens	63
How to set up mobile message alerts	64
How to view the financial statistics of your machine	64
How to make refunds using the app	64
How to assign a customer service representative to the machine	65
How to create coupon codes	65
How to group several vending machines	66
How to set up a list of vending machine locations	66
How to view machine fault information	67

7. TROUBLESHOOTING

8. CLEANING, SANITATION AND GENERAL MAINTENANCE OF THE VENDING MACHINE AND VENDING MACHINE AREA	68
Cleaning and Sanitation – General Guidelines	71
Machine Cleaning Operations	73
General cleaning procedure for all cleaning operations	77
Cleaning Log	79
Cleaning Guidelines	80
Partial Disassembly of the Oven in the Pizza Vending Machine for Cleaning	81
Regular preventive maintenance for prolonged lifetime of the machine	83

INTRODUCTION

The purpose of this manual is to convey all the necessary information for a safe and competent use of the SMART PIZZA VENDING MACHINE, of which this document is an integral part.

This manual is provided to the HIGH SIERRA VENDING Production and Maintenance teams, to ensure safe operation and use for themselves and for customers.

This manual does not detail information regarding assembly, dismantling, extraordinary maintenance, repairs and installation of any accessories, as these operations should always and exclusively be carried out by the Manufacturer.

In order to use the vending machine safely and correctly, it is necessary to ensure that the manual remains legible and in good condition. If you require a more detailed technical or operative understanding, please contact the Manufacturer directly.

This manual is the property of HIGH SIERRA VENDING.

It is forbidden to copy or transmit all or part of the manual through any paper, mechanical, electronic or other means.

Please ensure this manual is kept for the complete operational lifespan of the vending machine, and is stored in a clean, safe location.

This manual illustrates the main features and workings of the SMART PIZZA VENDING MACHINE to ensure it can be operated in safe conditions throughout its entire operational lifespan. It is intended for all personnel involved in the handling, transportation, installation, operation and maintenance of the machine. To this end it is essential that such operators carefully read the Manual before carrying out any work on the machine.



General Precautions

Before using the machine, please ensure in advance that the contents of the manual have been read and clearly understood. If any clarifications are needed, please contact the Manufacturer.

Instructions and guidelines on how to use the machine begin on page 8. Any variation of use or non-respect of these instructions and guidelines may constitute a danger for operators and customers of the machine. Furthermore, any use not stipulated in the pages of this manual is to be considered unauthorized.

Handling, lifting, installation, use, cleaning, and maintenance must be carried out by qualified, psychologically and physically competent personnel, in full compliance with the instructions detailed in this manual, and in accordance with the local safety regulations in force.

When choosing a location for the vending machine, and prior to the installation phase, please ensure that the supporting surface is adequate to bear the weight of the machine. The machine must be installed on a surface as flat as possible and devoid of any slopes or unevenness. Please also ensure there is adequate lighting in the area surrounding the machine, and keep the vicinity clean and free from obstructions.

It is strictly prohibited to go near the various parts of the machine whilst wearing inappropriate clothing (e.g. ties, loose garments, etc.) and/or personal items (necklaces, bracelets, watches, etc.). If the operator has long hair, please ensure it is tied back to prevent it from getting caught in the moving parts of the machine.

It is strictly forbidden to tamper with the equipment and/or safety devices. Any and all maintenance must be performed by specialized personnel and directly approved and authorized by the Manufacturer.

The relevant personal protective equipment described later in this manual must be provided. Please also ensure that all local health and safety regulations in force are followed.

It is strictly forbidden to place and/or leave on the machine or its parts, any tools, equipment, work material or any other items that may potentially cause harm or injury, or effect the integrity of the machine or its products. Moreover, prior to using the machine, please check that no such hazards exist.

All installation, dismantling, assembly, extra-ordinary maintenance and product repairs etc., must always and exclusively be carried out by specialized personnel who are directly approved, authorized and/or coordinated by the Manufacturer.



Any electrical wiring and / or connection operations must only be performed by a licensed electrician.

It is strictly forbidden to remove or damage data-plates affixed to the machine. In the event of damage, replace with the utmost urgency by directly contacting the Manufacturer.

Before starting up the machine, always ensure in advance that the materials are correctly fastened. Always ensure in advance that all electric cables used are the correct diameter and length. In the event that cables of the main installation cross the area surrounding the machine and/or adjacent ground, please take all the necessary safety and protection measures.

It is strictly forbidden to change the voltage values set at the time of testing.

Please ensure that protective gloves and safety shoes are worn when handling any overheated, pointed, or sharp mechanical parts.

Any operation involving use, handling, maintenance and cleaning of the machine must be carried out in the safest conditions possible, in accordance with the Health & Safety policy of HIGH SIERRA VENDING.

Intended Use

The purpose of this machine is to cook and deliver pizzas to paying customers via a completely automated ordering and cooking process.

The boxed pizzas are loaded into the storage sections, hereinafter referred to as racks.

An automated ordering system transfers the pizzas from the freezer area to the oven section of the machine. Once the pizza has been cooked in the oven, it is then moved outside the machine through the pickup door, for the customer to collect.

The pizzas are purchased by customers using Apple Pay, Samsung Pay, or by credit / debit cards.

It is strictly forbidden to use the machine for any purpose different from what is indicated in this manual. Moreover, it is absolutely forbidden to use the machine in any manner that is in conflict with the technical characteristics detailed on the next page.



Factory Spare Parts List

Pizza Vending Machine Spare Parts List		Packing List	
		Spare Part Box	
NO.	Name	Material/Specification	Quantity
1	DC motor	DC gear motor, 24V, 80 rpm	1(pc)
2	DC motor	DC gear motor, 24V, 150 rpm	1(pc)
3	L-shaped Hexwrench	L-shaped Hexwrench	1(pc)
4	Motor Control Board	DC motor Control Board	1(pc)
5	Key	Customized Special Key	2(pc)
6	Screwdriver	Ordinary handheld Phillips screwdriver	1(pc)
7	Sensor	sensor	1(pc)
8	Temperature Controller	Temperature control board	1(pc)
9	Sensor	U-shaped Black Sensor	1(pc)
10	Multimeter	Universal Multimeter (Not equipped with a battery)	1(pc)

General information about the machine

Dimensions	71 x 38 x 89in. (L x W x H)
Voltage	110V/220V
Electrical connection	The machine should be run on a 208 volt 40 amp circuit and plugged into a NEMA 6-50R receptacle in a box with a cover plate
Frequency	50HZ/60HZ (please inform the manufacturer if the voltage is 110V)
Machine Power	8700W (Watt)



Screen Size	55 inches
Pizza capacity	69
Net weight	1,433 lbs.
Pizza size	12 inches
Temperature capability	Supports both frozen and refrigerated storage
Refrigerator temperature	33.8 – 42.8°F
Oven temperature	Up to 662°F
Heating Mode	1.Micromolecular Heating; 2.Heating Tube; 3.Dual Mode (Note: Micromolecular Heating refers to the microwave heating function)
Oven heating system	Electric fan / Micro-molecule generator
Languages available	English, French, German, Spanish, Portuguese, Polish, Hungarian, Bulgarian, Romanian, Russian, Bosnian, Ukrainian, Kazakh, Simplified Chinese, Traditional Chinese, Japanese, Hebrew
Wifi	Only supports 2.4g (WiFi on iPhone Operation System cannot be used)
Smart reminder	Out of stock reminder / Fault reminder
Payment method	Apple Pay / Samsung Pay / Credit or debit card
No. of pizza boxes rovided	100

Important note: If no pizza is placed in the pizza box, Micromolecular Heating and Dual Mode must not be selected during testing.

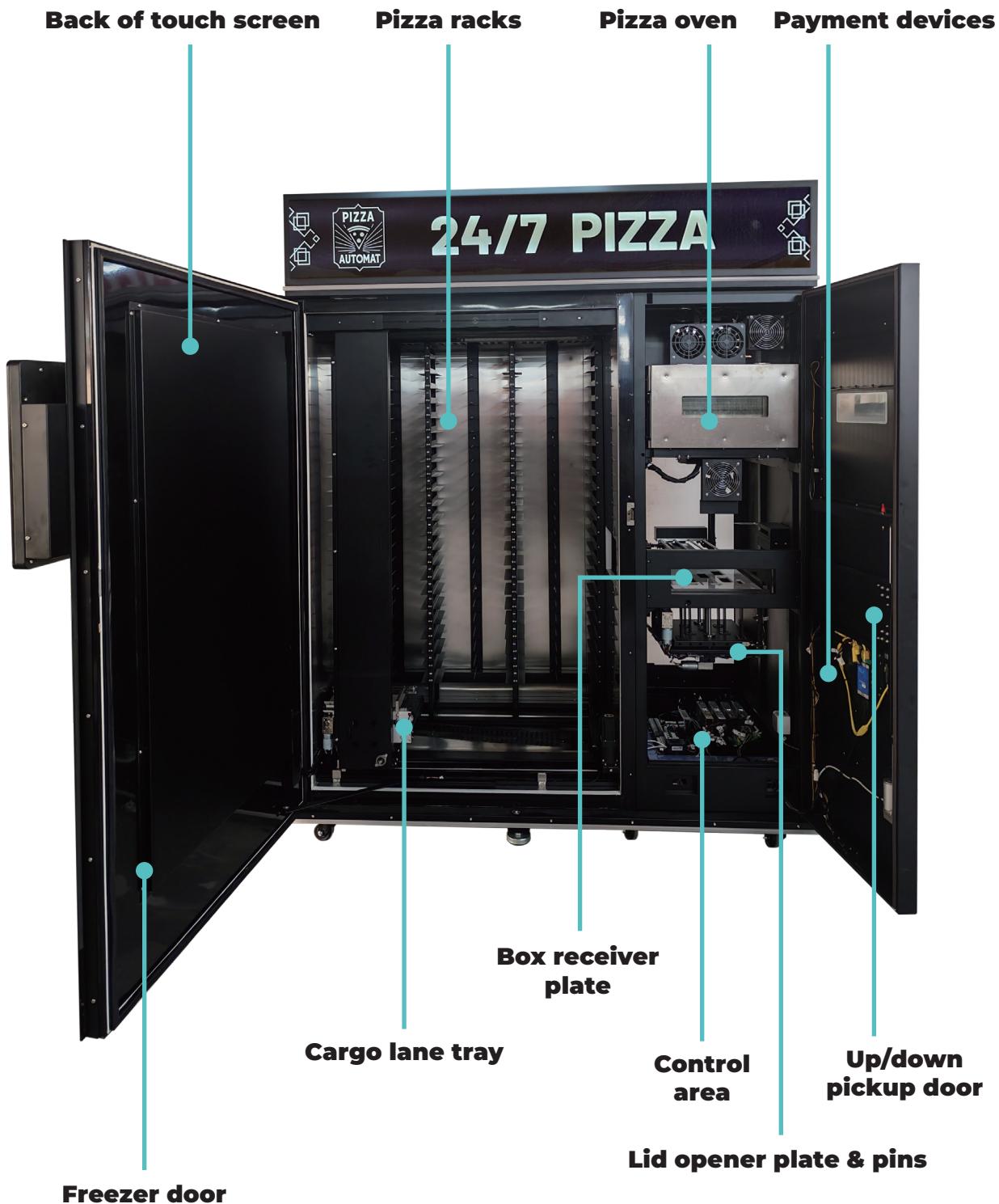
How to set the heating method, heating time and heating temperature correctly

Pizza Type	Baking Mode	Heating time	Heating Temperature
Thin-Crust Pizza	Stage One Baking Mode, Dual Mode	90 seconds	240°C
Thick-Crust Pizza	Stage One Baking Mode, Dual Mode	130 seconds	260°C



Product Introductory Diagram

The diagram indicates the location of the main areas of the vending machine. For a more detailed look at the motors and electronics of the machine, please consult the later chapters.



1. GETTING STARTED

Please follow all safety instructions in this manual, as incorrect installation or operation may cause the machine to malfunction or may cause personal injury.

The machine unboxing, lifting, and moving process requires the assistance of three personnel.

Preparation Before Unboxing

Tools Required

Please ensure you have the following tools before unboxing and starting up the machine:



Utility Knife

Used for cutting soft packaging materials like PE stretch film and bubble wrap on the pizza machine.



Scissors

Used for cutting thick cable ties or packing ropes.



Allen key

Used for removing the fixing plate



Safety Gloves

Used to protect your hands from scratches while handling and unboxing, especially when using a crowbar.



Crowbar

As the pizza machine is over two meters tall and comes in a wooden box, a crowbar is essential for taking the box apart. Use it to pry open nails or buckles.



Clean Soft Cloth

Used for wiping the machine to remove any dust or stains left from packaging.



Handling Equipment

A forklift or hydraulic pallet truck is required to move the pizza machine out of the wooden box.

Unboxing location

Select a spacious, dry, well-ventilated, and well-lit indoor area for unboxing.

Please ensure that the supporting surface is adequate to bear the weight of the machine. The machine must be installed on a surface as flat as possible and devoid of any slopes or unevenness.

Remove any obstructions, leaving enough space for the wooden box and the unpacked pizza machine, to ensure all personnel can move around easily.

Ensure that the location has a power outlet nearby that meets the pizza machine's voltage and power requirements for later testing.

Avoid unboxing during rain / wet conditions

Take extra safety precautions in windy conditions

Unboxing Steps

Receiving the machine

The machine will be packaged in a solid wood casing (see below). Upon receipt, check that the outer wooden casing is not damaged. In the event of any noticeable damage, contact the manufacturer immediately.



Check the Initial Condition of the Wooden Box

A square inspection hole with hinges is located on one side of the wooden box.



Before opening the entire box, put on a pair of safety gloves, and open this hole first. Gently grab the edge of the hole, and open it slowly. Look inside to check for leaks, shifted parts, crushing, or anything else unusual. If you see any abnormal issues at this stage, suspend the unboxing process immediately. Take photos of the issues as evidence, and contact the vendor to explain the situation. If no abnormal issues are observed at this stage, close the inspection hole, and move to the next step.

Open the Wooden Box

Inspect the Appearance of the Wooden Box



Place the pizza machine's wooden box carefully on the chosen spot, with several people working together to lower it slowly. Avoid tilting it, which could damage the machine inside. Look closely at the box for damage, dents, water stains, or other such issues. If the box is badly damaged, take photos immediately and contact the vendor.

Remove Nails or Buckles Securing the Wooden Box

Insert the end of the crowbar carefully into the gaps in the wooden box to find the nails or buckles holding it together. For nails, put the crowbar head on the nail and gently pry it out. For buckles, use the crowbar to release the locking part. Be careful not to use excessive force, as this may damage the pizza machine inside. If a nail or buckle is hard to remove, don't force it. Try spraying some lubricant on it, wait for a short time, and then try again.

Open the Wooden Box



Once all fasteners have been removed, have several people work together to lift the box lid slowly, holding it on both sides. If the lid is heavy or stuck, use a crowbar to gently pry around the edges to help open it. After opening the lid, set it aside safely to prevent it from falling and damaging anything inside.

Observe the Internal Layout

After opening the wooden box, do not remove the pizza machine right away. First, look carefully at how everything is arranged inside. The machine is protected by PE stretch film and bubble wrap, and all moving parts are held in place with cable ties, to ensure the machine can be removed from the box as safely as possible.

The pizza machine is delivered with the upper display built in, and does not require separate installation. It is not intended to be removed.

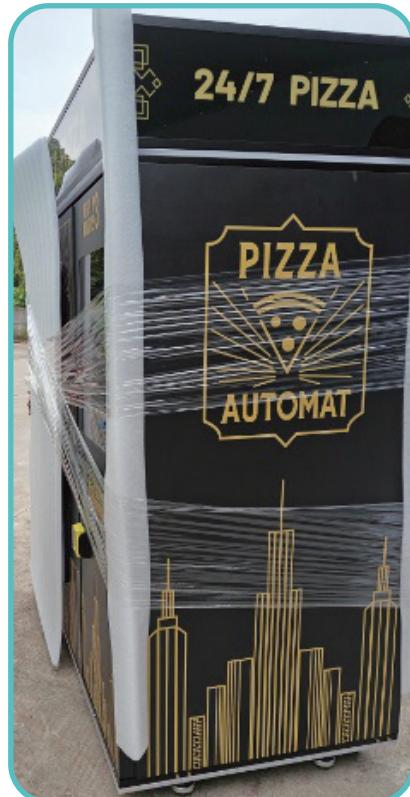
The caster wheels are also pre-fitted, and require no additional installation.

Remove the Pizza Machine from the Box

As the pizza machine is heavy, handling equipment such as a forklift or hydraulic pallet truck is required. Place the handling equipment in front of the wooden box, and adjust the height and angle in order to lift the pizza machine smoothly. Insert the forks of the forklift or pallet truck into the fork holes under the machine, and lift it up the machine a few inches.

With several people working together, slowly and carefully move the pizza machine out of the wooden box, and lower it carefully onto the clean, flat, unobstructed surface prepared earlier.

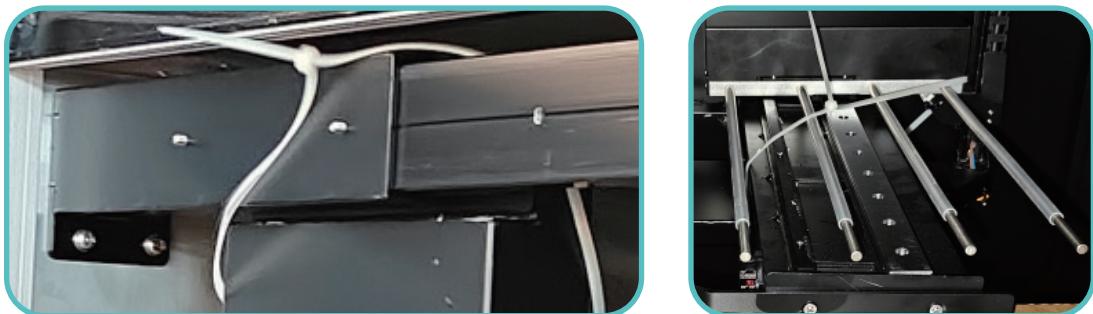
Remove Protective Materials



Use a utility knife to carefully cut open the PE stretch film and bubble wrap covering the pizza machine. Be careful not to scratch the surface of the pizza machine, especially the upper display, which could affect the overall appearance of the machine. Gather the removed materials and set them aside for disposal.

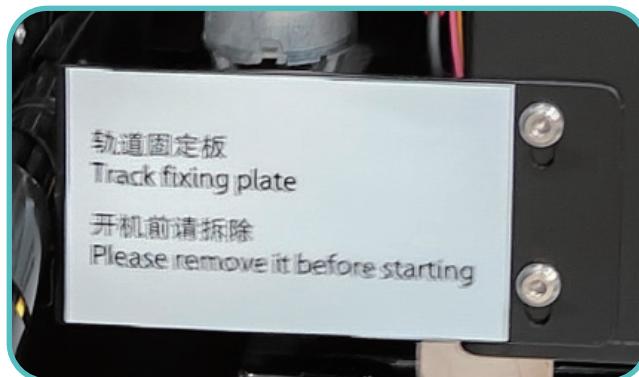
Cut the Cable Ties Securing the Moving Parts

Look carefully for the cable ties on the moving parts inside the pizza machine, and use scissors to cut them off one by one. When cutting, cut close to where the cable tie is fastened, so that no pieces are left behind that could affect the working order of the machine. Also, be careful not to cut any other parts of the pizza machine while cutting the cable ties.



Unscrew the fixing plate

Locate the fixing plate and unscrew it using an Allen key



Pre-Startup Inspection and Preparation

Inspection of General Appearance

Observe the pizza machine carefully from every angle. Check for scratches, dents, paint chips, warping, or other surface issues. Check that the color is even and consistent, with no differences in shade.

Inspection of Components

Check that the upper display and the main unit are firmly attached, with no loose spots or gaps. Also, check all the connections, buttons, screens, and other parts of the machine to make sure they're in good condition.



Accessory Inspection

Check that the type and number of accessories delivered match with those indicated in the delivery list, such as the cutlery, pizza boxes, power cord, DC motor, screwdriver, multimeter, and sensors. Check each accessory for damage or defects and make sure they are in good condition. For example, check the power cord plug to ensure it is intact and not damaged.



Location Inspection

Make sure the final location of the pizza machine meets the requirements for use. The area should be dry and well-ventilated, with no flammable or explosive materials nearby. Also, check that the power outlet matches the pizza machine's voltage and power needs, to avoid damage or accidents.

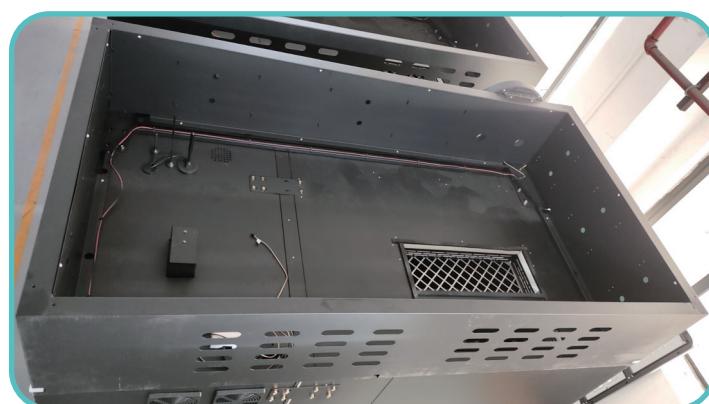
After you've finished unboxing, inspecting, and preparing the pizza machine, you may connect the power cord and switch it on to test its functions (see chapter 2).

The pizza machine is subject to strict testing before shipping, and is intended to function normally once it has been plugged in. However, please observe the machine carefully when switching on for the first time. If you notice anything unusual, stop using it immediately and contact the vendor.

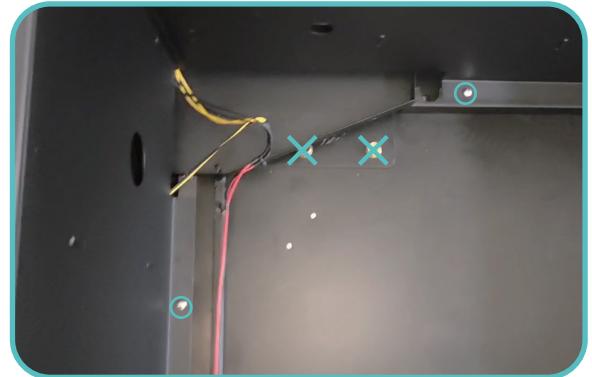
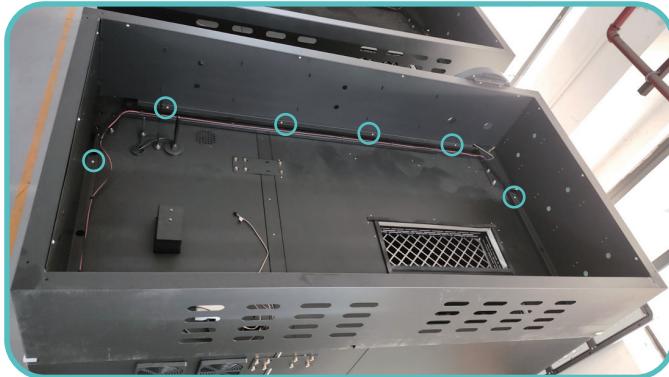
Optional removal of the signage / vent unit of the vending machine

For some operators, it may be necessary to remove the signage / vent unit of the vending machine, to enable it to fit through a standard commercial door. Please note that **three competent operators** are required in order to safely perform this task.

- Please ensure you have the following tools before carrying out the work:
 - 3 x step ladders
 - 1 x Phillips screwdriver
- The top of the signage / vent unit is uncovered, and can be accessed directly using a step ladder.



- Once at the top, you will see some small metal screws lining the edges of the unit (see below)

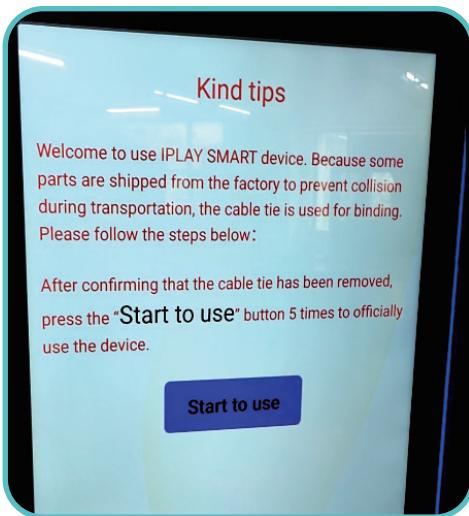


- Remove these small metal screws with a screw driver. Do not remove the larger gold colored screws in the corners.
- After all screws have been removed, place one person at the left end of the machine (person 1), and one on the right (person 2), both standing on step ladders. Also place a third person in the middle of one side of the machine, standing on a step ladder. Persons 1 and 2 must then slowly and carefully slide the unit towards person 3. Once the unit has been half moved off the top of the machine, persons 1 and 2 must then move in line with person 3 in order to safely slide the unit off the roof, and bring it down together.

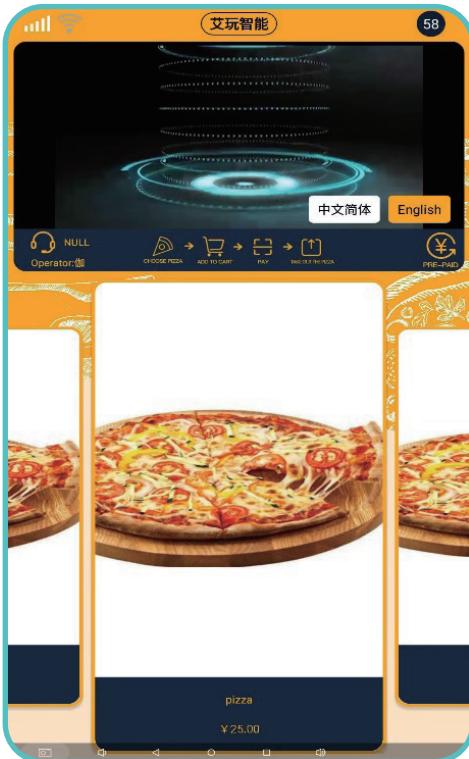
2. SWITCHING ON THE MACHINE FOR THE FIRST TIME

Plugging in

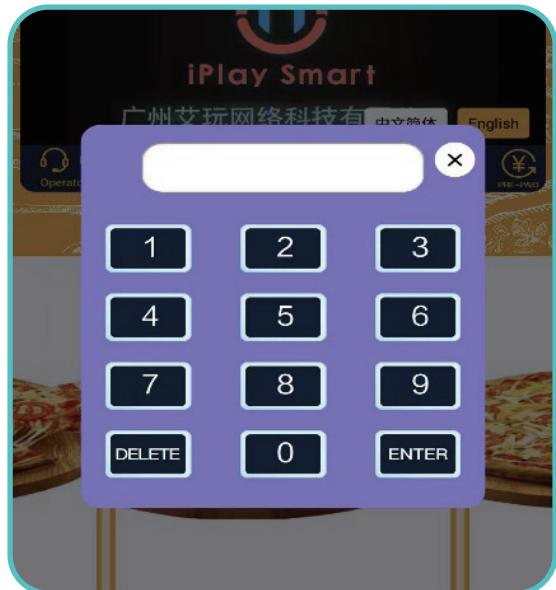
- Plug the device into the appropriate outlet.
- The message below will be displayed on the large screen of the front door of the machine. Follow the instructions as shown on the screen below.



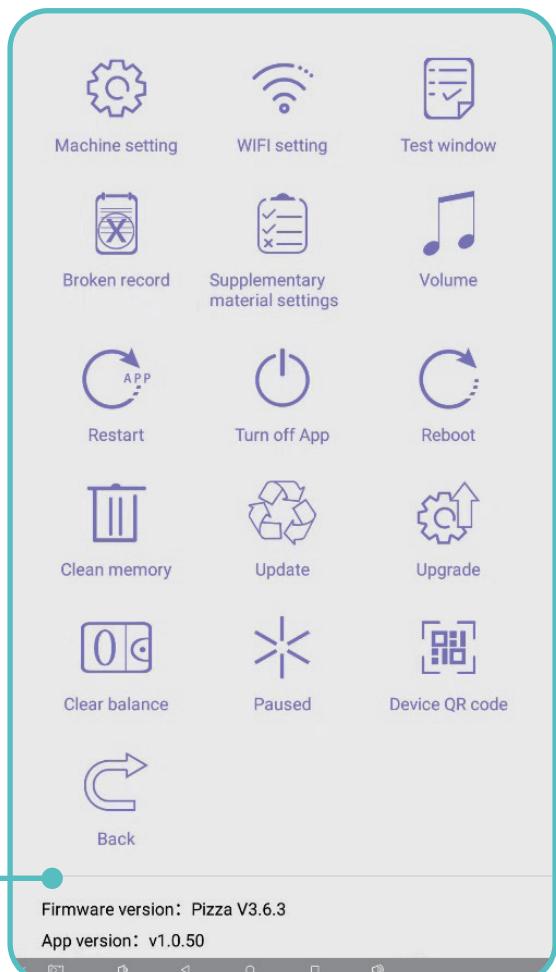
- The main menu (see below) will then display



- To access the machine settings, press the black circle at the top right of the screen several times until the key pad displays (see figures below)



- Key in the default password (123456) and press enter
- The following settings screen will then display:



Note:

The Firmware and App version information will only display at the bottom of the screen if the WIFI is connected.



Description of settings

Icon	Setting name	Function
	Machine setting	To set and adjust the machine's parameters. Please note that the machine's software is only compatible with Android devices.
	WIFI setting	To connect to a local WIFI network. The WIFI connection speed is 2.4GHz.
	Test window	To test whether the machine hardware is working normally, and to view the status of each part of the machine
	Broken record	To view the list of faults in the machine
	Supplementary material settings	To refill the pizza stock
	Volume	To adjust the sound level of the machine
	Restart	To restart / refresh the program.
	Turn off App	To close the program created by Iplay



Description of settings

Icon	Setting name	Function
	Reboot	To restart the Android system
	Clean memory	To clean the system memory
	Update	To update the Android system
	Upgrade	To upgrade the firmware
	Clear balance	To reset the balance to zero
	Paused	To temporarily stop running the machine
	Device QR code	This icon has no function, and can be ignored
	Back	To go back to the order placement page



3. INTRODUCTION AND TESTING OF THE VARIOUS FUNCTIONS AND MECHANISMS OF THE MACHINE

General Sequence of the pizza order / pickup / cooking / delivery process

Below is the general sequence of actions performed by the machine after the pizza has been selected and paid for by the customer. For more information about the motors mentioned in the steps below, please go to the next page.

1. The cargo lane tray will move up/down, and left/right to the rack of the pizza selected
2. The cargo lane tray will then be pushed forward (by its putt motor) under the pizza box, in order to pick the box up
3. The cargo lane tray (now carrying the pizza) will then be moved back (by its putt motor) out of the rack
4. The cargo lane tray and pizza will then move to the oven door
5. The pizza on the cargo lane tray will then be pushed through the oven door by the putt motor and onto the box receiver plate
6. Once on the box receiver plate, the lid opener mechanism will move up and open the pizza box. The lid remover mechanism ensures the lid stays open.
7. The pizza is then taken out of its box using the heating fork
8. The pizza is then moved up into the heating oven, and the oven door closes
9. The oven starts to cook the pizza for the specified time
10. After cooking is complete, the oven door opens and the heating fork moves the pizza out of the oven and back into its box on the receiver plate
11. The pizza box is closed by the lid opener mechanism, the delivery door opens, and the pizza box is pushed through the pickup door by the box sender for the customer to collect.



Introduction to Machine setting functions

Machine Setting		save
Top up setting	OFF	Pickup code setting
Payment setting	QR code/Card reader	Select the first language 中文简体
Select Switching Multiple Languages	English	Select currency symbol \$
Display Logo	ON	Positioning settings
Choose a cutlery box or not	ON	Disinfection mode
Display refrigerator temperature	ON	Temperature unit °C
Keep warm or not	OFF	Room temperature pizza (not heated)
Auto Shutoff Temperature	60	Recovery Time 30 m
Shelf life setting	OFF	When displaying the countdown on the main interface
De icing mode	OFF	Open the door to dissipate heat when the oven temperature is too
Oven turntable motor switch	ON	Awaiting temperature maintenance
Auto Time Decrement During Heating	OFF	Show sold-out items
Delivery Door Photocell Detection	ON	Cart Limit Qty 10
Set password	OFF	

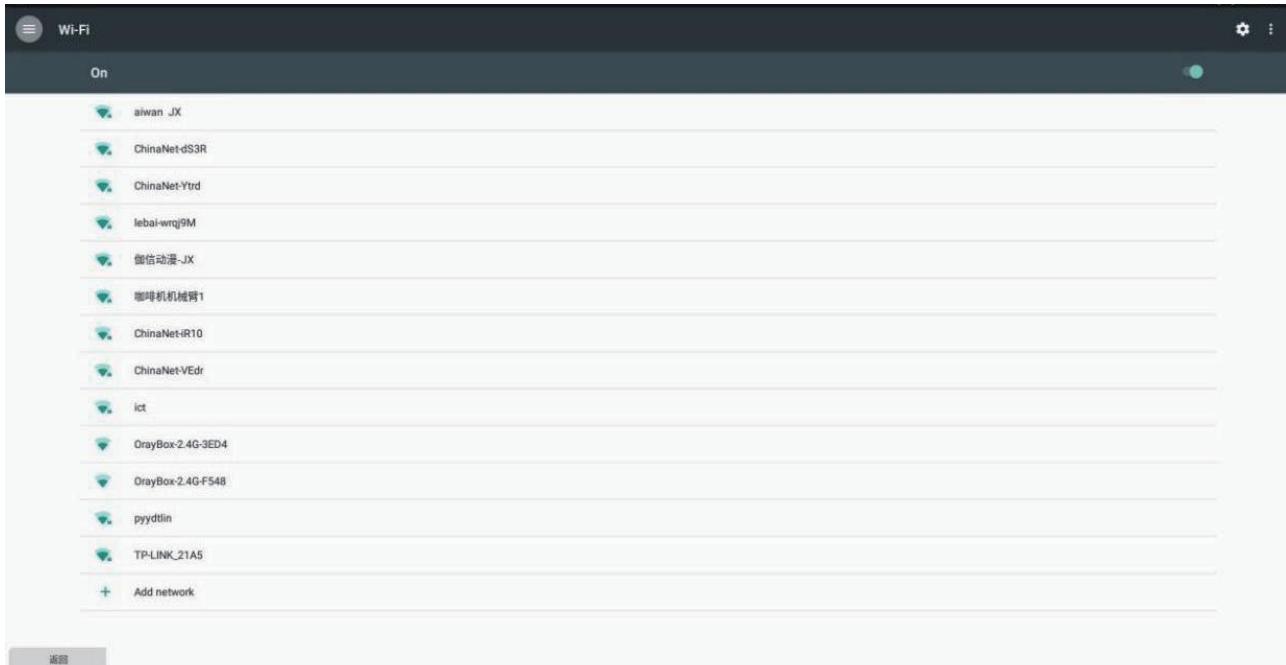


- 1. Top up setting:** This function is only available for China WeChat Pay (Unavailable in other countries)
- 2. Pickup code setting:** Coupons must be created in the “Coupon order” mobile APP before they can be used.
- 3. Payment setting:** Select the desired payment method(s).
- 4. Coin pulse signal amount:** Set the denomination of coins that may be inserted into the coin slot.
- 5. Denomination of banknotes:** Set the maximum denomination that can be recognized by the Banknote reader.
- 6. Change setting:** Set the coin return function or banknote return function, depending on the coin changer or banknote changer installed on the machine.
- 7. Coin return pulse signal amount:** Set the amount of each coin or banknote for change.
- 8. Select the first language:** Set the main language for your machine.
- 9. Select Switching Multiple Languages:** Set the second language for your machine.
- 10. Select currency symbol:** Select the desired currency symbol.
- 11. Display Logo:** Select or hide the “iPLAYSMART” LOGO.
- 12. Positioning settings:** Set the location data for each pizza. (according to iPLAYSMART Technician’s guidance)
- 13. Choose a cutlery box or not:** This option is not applicable to this machine
- 14. Disinfection mode:** Set the ultraviolet disinfection time for the freezer.
- 15. Display refrigerator temperature:** After turning on this function, the real-time temperature of the refrigerator will be displayed on the screen.
- 16. Temperature unit:** Choose and Set the refrigerator temperature in °C or °F
- 17. Keep warm or not:** After turning on this function, you can set the oven preheating function.
- 18. Room temperature pizza(not heated):** After turning on this function, you can sell chilled / frozen pizza from the machine.
- 19. Auto Shutoff Temperature:** The machine will stop running if the refrigerator temperature exceeds the temperature set.
- 20. Recovery Time:** Check refrigerator temperature, calculated in minutes.
- 21. Shelf life setting:** After turning on this feature, you can set the shelf life of the pizza in the “Supplementary material settings”.
- 22. When displaying the countdown on the main interface:** There is a countdown display on the standby interface. You can choose to turn it on or off.
- 23. De-icing mode:** If the refrigerator temperature is below -10°C (14°F), it is generally recommended to set the defrost timer to every 15 minutes. If the freezer temperature is below -10°C (14°F) but the defrost mode is not turned on, ice may form inside the refrigerator, causing a malfunction.



- 24. Open the door to dissipate heat when the oven temperature is too high:**
After turning on this function, when the temperature inside the oven is higher than the set heating temperature when heating pizza, the oven door will open to dissipate heat.
- 25. Oven turntable motor switch:** Switch to set rotation or non-rotation of the oven turntable while heating the pizza.
- 26. Awaiting temperature maintenance:** After turning on this function, the oven temperature will reach the set heating temperature before the pizza is put into the oven for heating. It is recommended to turn on this function.
- 27. Auto Time Decrement During Heating:** This function is used to set the oven to reduce the heating time by increasing the temperature when heating pizza (this function is customized by individual customers and we do not recommend other customers to use this function).
- 28. Show Sold-out items:** After turning on this function, when the pizza is sold out, the message "sold out" will be displayed next to the pizza's image on the screen.
- 29. Delivery Door Photocell Detection:** When this function is turned on, the pizza pickup exit can prevent your hands from being pinched. If there is strong light, it may interfere and prevent the Pickup exit from closing.
- 30. Cart Limit Qty:** Used to set the purchase quantity limit for a single order.
- 31. Set password:** After turning on this feature, you will need to enter a password to enter the Machine settings.

WiFi Setting Introduction

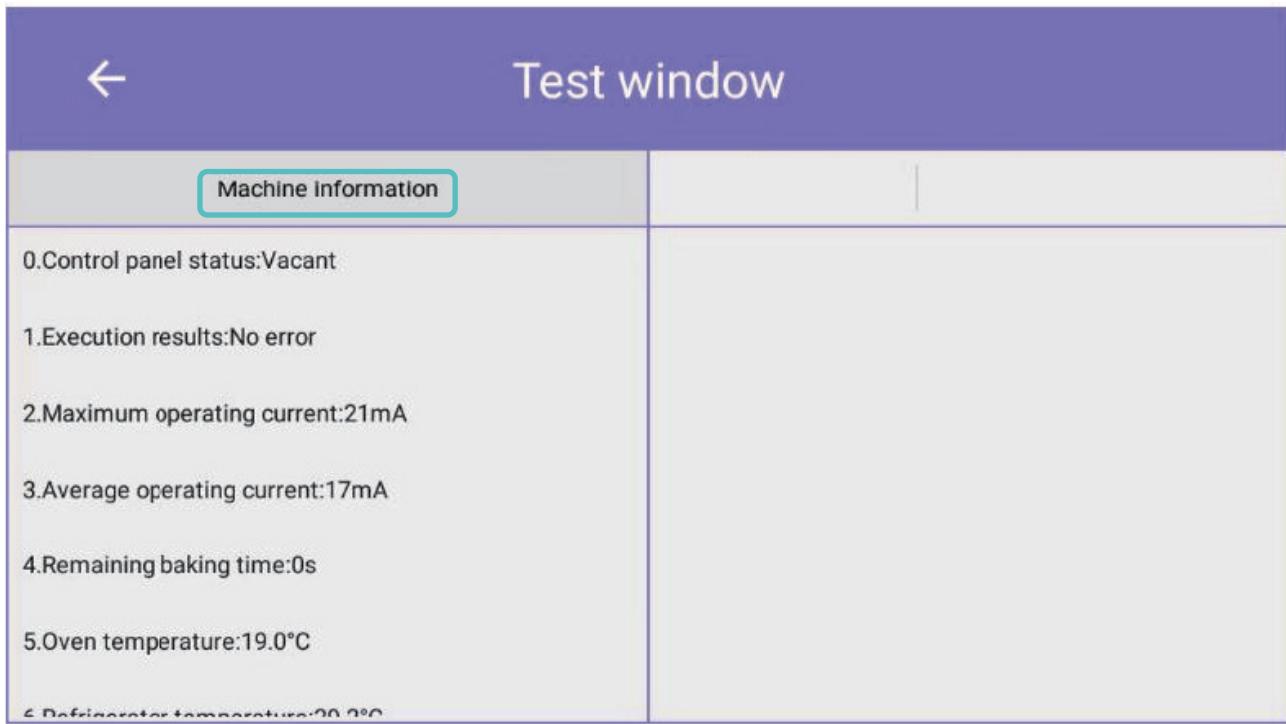


You can enter the Wi-Fi settings to connect to the Wi-Fi network used by the machine. If the network signal is very poor, you may not be able to connect successfully. The network must use 2.4g.



Test Window Usage Guide

01. Machine Information Introduction



The machine information is in the task bar at the upper left corner of the test window. The machine information bar can be slid up and down to view the machine status, and can check the operation status of each part inside the machine. When the machine fails or a certain electronic sensor has a problem, it can be checked on this interface. Usually, many sensor signals are judged to be normal by finding the corresponding sensor signal in the machine information bar, and then observing whether the signal is turned on and off normally when it is running to judge whether the sensor is normal.

02. Bake a test pizza in the Test Window

Machine information		Test window									
0.Control panel status:Vacant		Stage One Baking Mode: <input checked="" type="radio"/> Micromolecular Heating <input type="radio"/> Heating Tube <input type="radio"/> Dual Mode Microwave heating time (s) 0 s									
1.Execution results:No error											
2.Maximum operating current:28mA											
3.Average operating current:25mA											
4.Remaining baking time:0s											
5.Oven temperature:45.0°C											
6.Refrigerator temperature:39.3°C											
7.Elapsed time:25500ms											
Receive information		Stage Two Baking Mode: <input checked="" type="radio"/> Micromolecular Heating <input type="radio"/> Heating Tube <input type="radio"/> Dual Mode Microwave heating time (s) 0 s									
Receive:	3A 0A 01 04 17 00 00 00 9C C5 3B	01	02	03	04	05	06	07	08	09	10
Send:	3A 0A 01 04 17 00 96 00 F3 65 3B	11	12	13	14	15	16	17	18	19	20
Receive:	3A 0A 01 02 0E 00 39 1C 3B	21	22	23	24	25	26	27	28	29	30
Send:	3A 0A 01 02 0E 00 39 1C 3B	31	32	33	34	35	36	37	38	39	40
		41	42	43	44	45	46	47	48	49	50
		51	52	53	54	55	56	57	58	59	60
		61	62	63	64	65	66	67	68	69	

If you want to test-bake a pizza, first you need to set the pizza heating temperature and time in the test window. The temperature and time setting interface displays two Baking Modes, with three heating options for each mode.

Stage One Baking Mode Introduction:

1. Micromolecular Heating: Uses only the microwave function to heat the pizza.
2. Heating Tube: Uses only the heat from the heating tube to heat the pizza.
3. Dual Mode : Activates both the microwave function and heating tube simultaneously, which shortens the pizza heating time.

Stage Two Baking Mode:

Stage Two Baking Mode is identical to Stage One Baking Mode. Using Stage Two Baking Mode is not recommended.

Our general suggestion is to directly use “Stage One Baking Mode” and select the “Dual Mode” option to reduce pizza heating time.



Important Notes for Setting Temperature and Time:

When setting the temperature or time in the test window, a keypad will pop up at the bottom of the screen. After entering the numbers, press the "" button at the bottom right of the keypad to save the settings; otherwise, the input data will not be stored.

After completing the temperature and time settings, press the number that matches the pizza's storage lane. The machine will pick up the pizza and transfer it to the oven, then start heating.

⚠ Critical Warning:

For a functional test of the machine (without pizza), select "Heating Tube" and set the temperature/time to 10 (units as specified). "Micromolecular Heating" or "Dual Mode" for testing when no pizza is loaded is not allowed, as this will damage the microwave component.

Description of the machine hardware and how to test it

The motors and moving parts of the vending machine can be tested by maintenance personnel.

In the section below, we will list each mechanism / motor, its location in the machine, what it is used for, and how to test it to ensure it is working correctly.

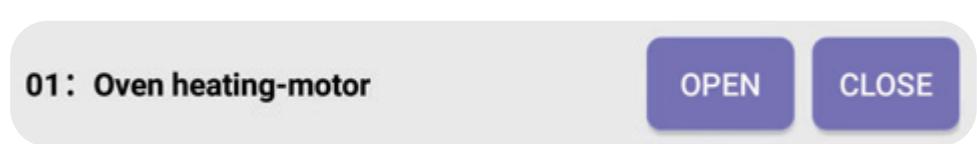
Light sensors are fitted at key points in the machine to prevent the parts from moving beyond their intended range.

All motors and sensors are wired to control boxes located in the bottom right hand corner of the machine. For more information about the control boxes please see chapter 5.

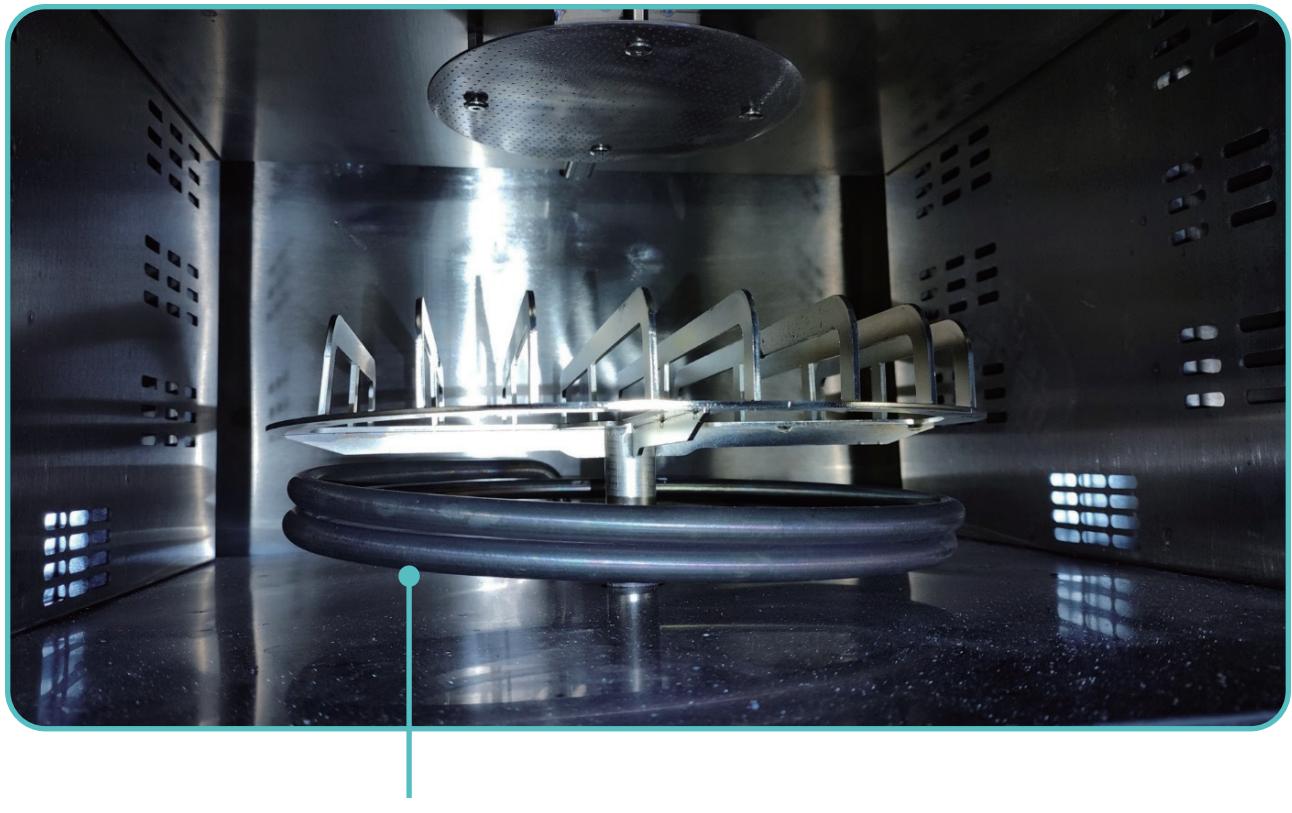
Please go to the **Hardware test** section in the test window. The list of parts will then display.



01. Oven heater (displayed on the screen as 'oven heating motor')



The oven heater is located inside the oven directly below the oven turntable. It is not visible when opening the oven as it is covered by metal casing.



This heater is used to heat up the oven in order to bake the pizza.

To test the oven heater, press **OPEN** on the Test Window screen, and then **CLOSE**, to switch it off.

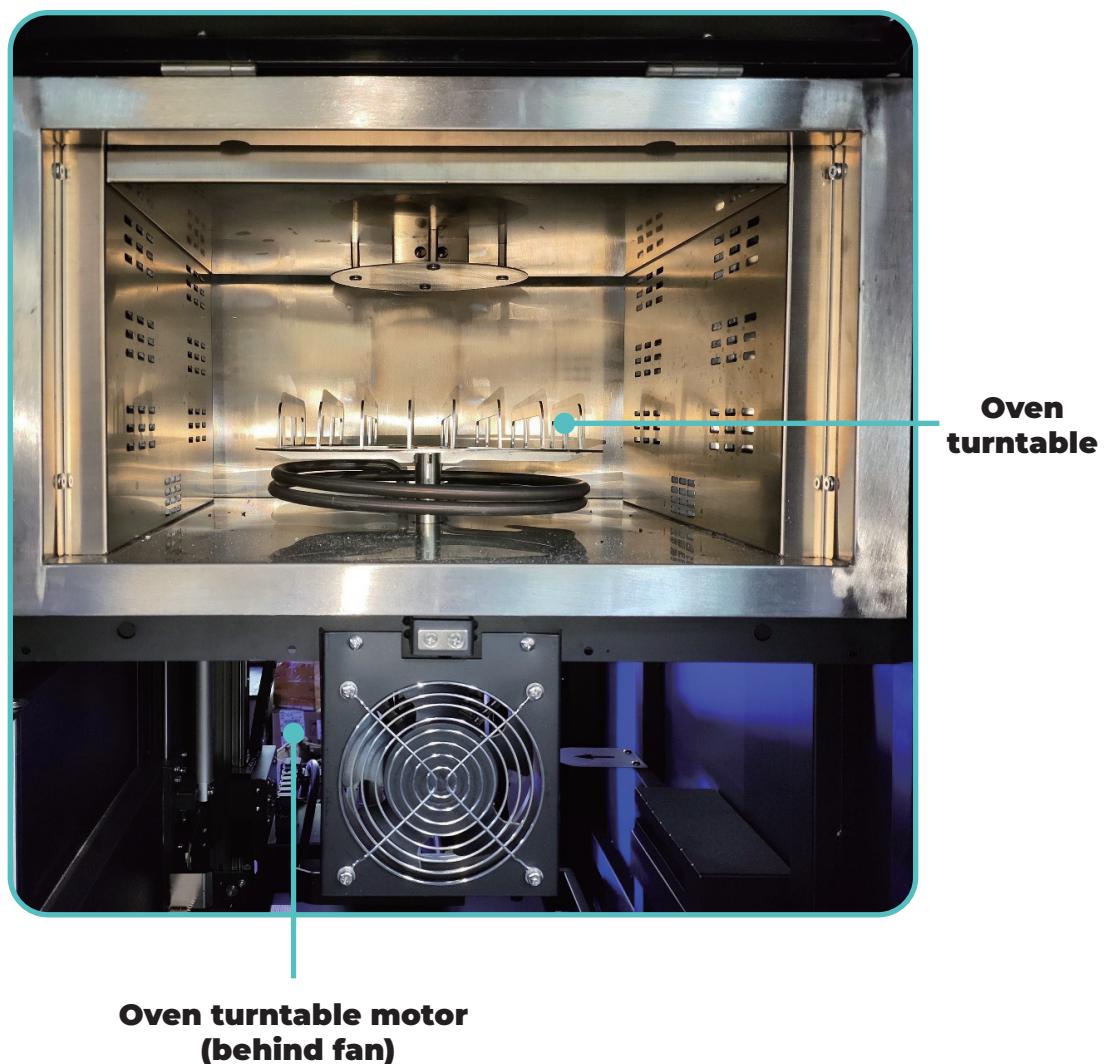
02. Oven turntable motor

02: Oven turntable-motor

OPEN

CLOSE

The oven turntable motor is located directly below the oven unit (see figure below).



This motor is used to rotate the oven turntable, to ensure the pizza is cooked thoroughly and evenly.

To test the oven heating motor, press **OPEN** on the screen, and then **CLOSE**, to end the test.

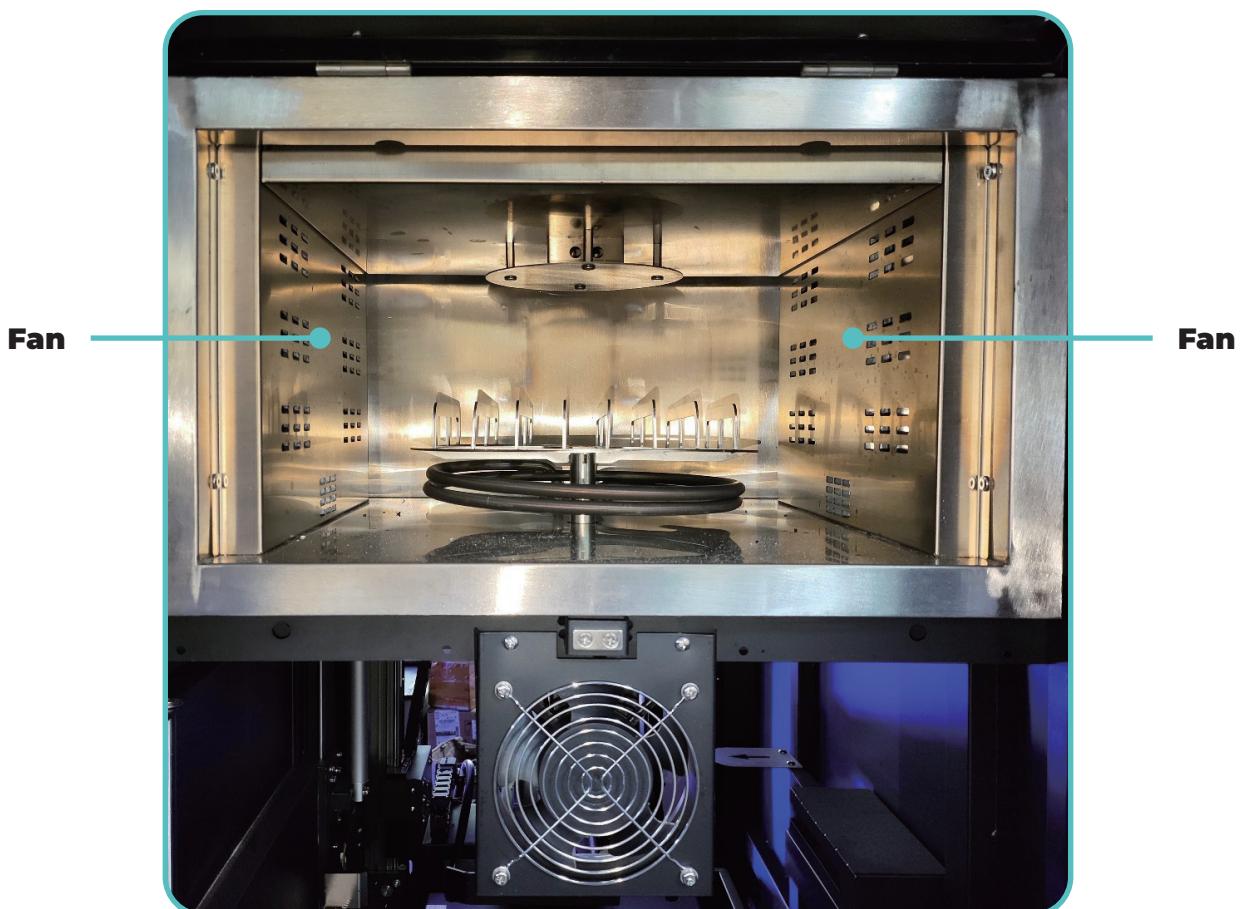
03. Oven fans (displayed on the screen as 'oven-fan motor')

03: Oven fan -motor

OPEN

CLOSE

The oven fans are located behind the left and right walls of the oven unit.



The fans are used to ensure fast and even cooking of the pizza.

To test the oven fans, press **OPEN** on the screen, and then **CLOSE**, to end the test.

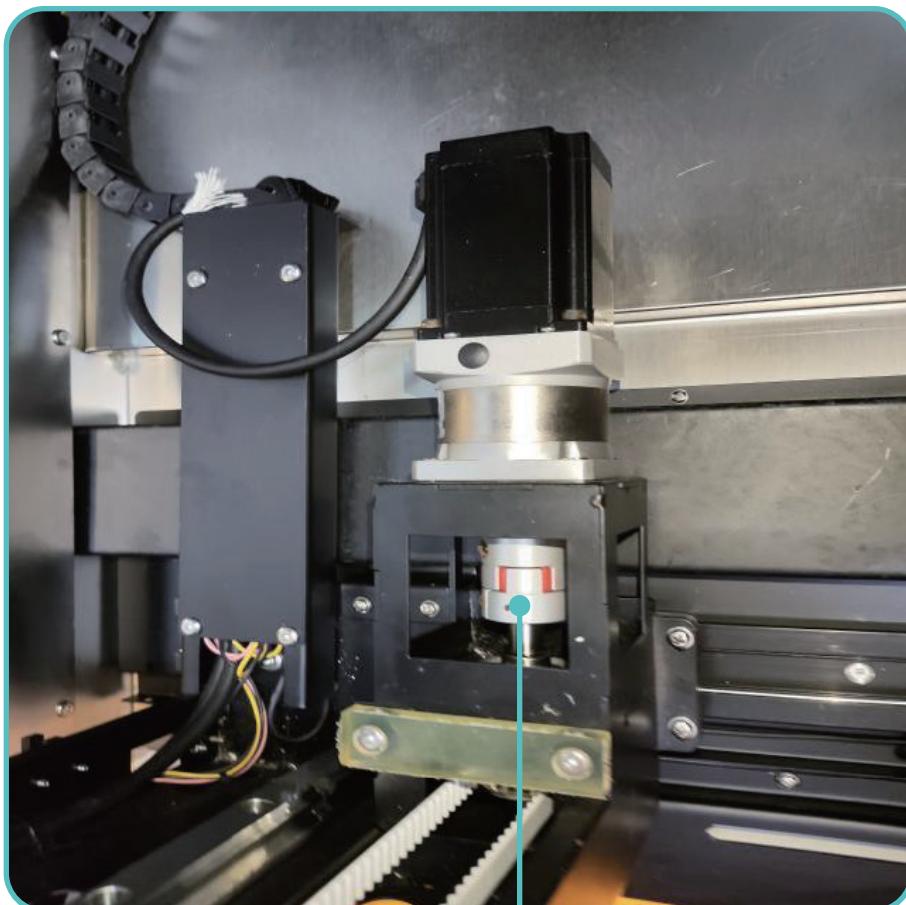
01. Cargo lane tray up/down-motor

01: Cargo lane tray up/down-motor

Move up

Move
down

The cargo lane tray up/down motor is located on the back of the cargo lane tray mechanism.



Cargo lane tray up/down motor

This motor is used to move the cargo lane tray up and down in order to reach the desired pizza rack.

To test the cargo lane tray up/down motor, press **MOVE UP** or **MOVE DOWN** on the screen.

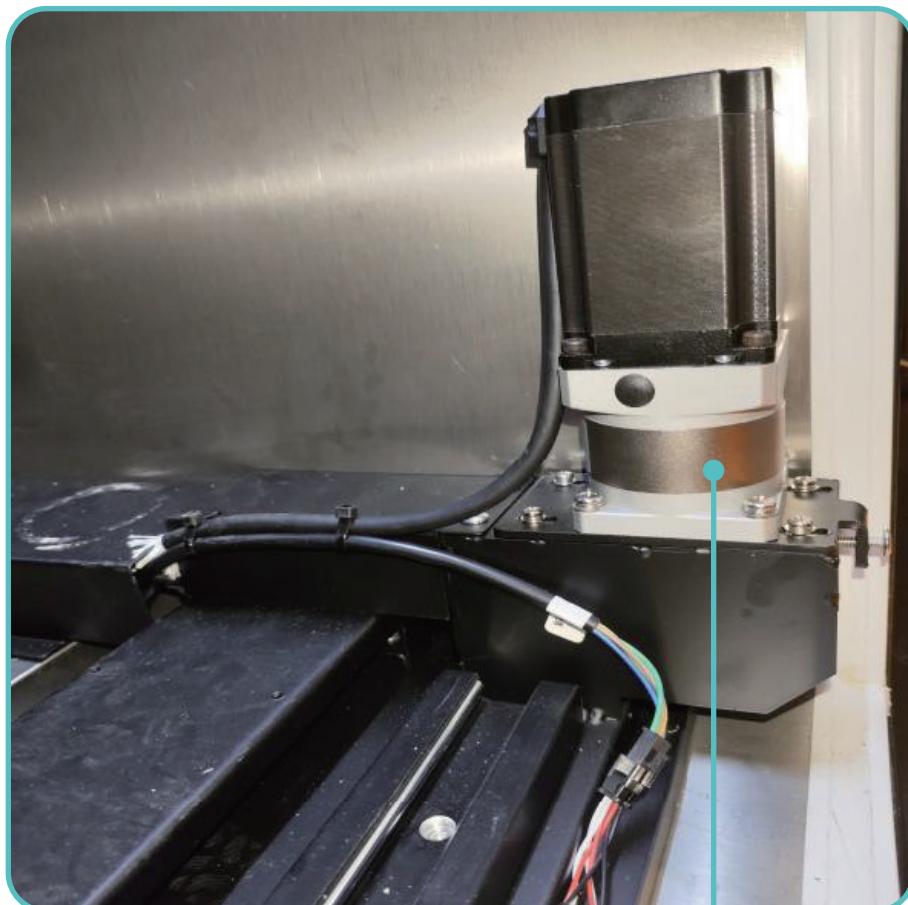
02. Cargo lane tray left/right motor

02: Cargo lane tray left/right-motor

Move left

Move right

The cargo lane tray left/right motor is located on the back of the cargo lane tray mechanism.



Cargo lane tray left/right motor

This motor is used to move the cargo lane tray left and right in order to reach the desired pizza rack.

To test the cargo lane tray left/right motor, press **MOVE LEFT** or **MOVE RIGHT** on the screen.

03. Cargo lane tray putt motor

03: Cargo lane tray putt-motor

Move left

Move right

The cargo lane tray putt motor is located at the bottom of the cargo tray mechanism.



Cargo lane tray putt motor

This motor is used to move the tray putt to push the pizza through the freezer door into the cooking area.

To test the cargo lane tray putt motor, press **MOVE LEFT** or **MOVE RIGHT** on the screen.

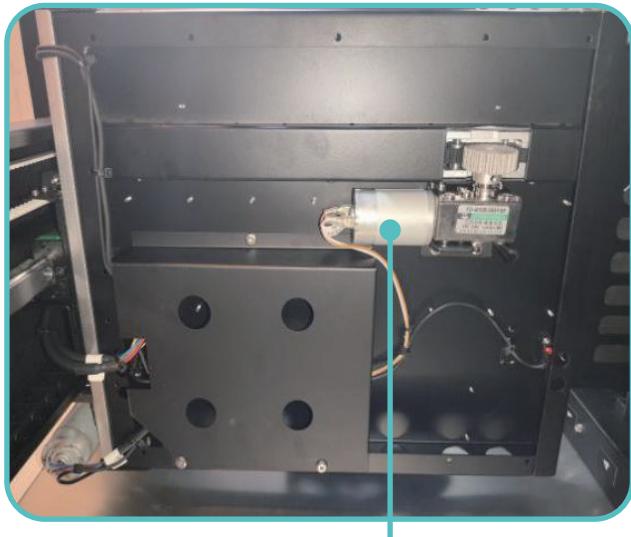
04. Cargo lane tray fork motor

04: Cargo lane tray fork-motor

Move
forward

Move
back

The cargo lane tray fork motor is located at the bottom of the cargo tray mechanism.



Cargo lane tray fork motor

This motor is used to move the cargo lane tray to pick up and take the pizza out of its rack.

To test the cargo lane tray fork motor, press the **MOVE LEFT** or **MOVE RIGHT** buttons on the screen.

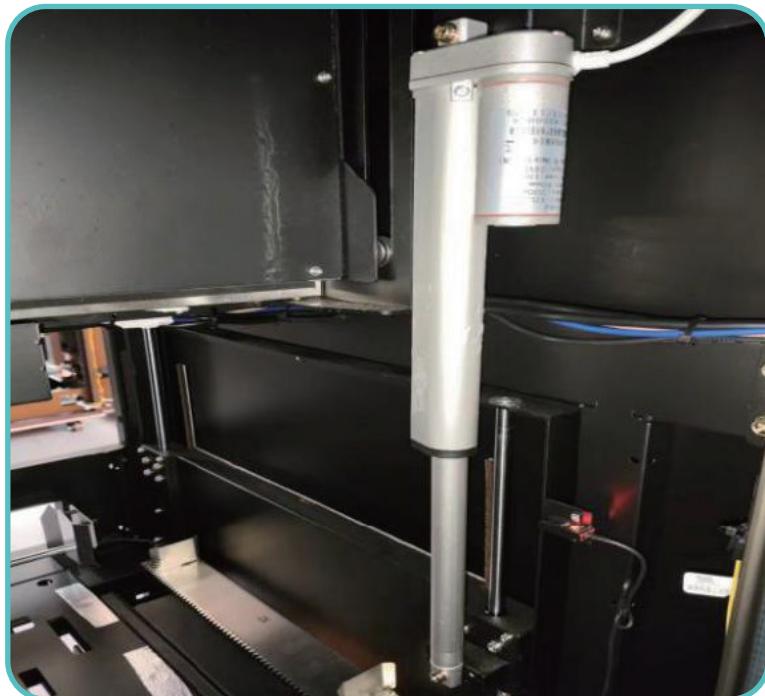
05. Freezer door motor:

05: Freezer door- motor

Move up

Move down

The freezer door motor is located on the rear side (oven unit side) of the freezer door hatch.



This motor is used to open and close the freezer door when moving the selected pizza from the freezer storage section into the cooking area of the machine.

To test the freezer door motor, press the **MOVE UP** and **MOVE DOWN** buttons which will move the freezer door up and down.

06. Pickup door motor:

06: Pickup door-motor

Move up

Move
down

The pickup door motor is located on the bottom right of the inside of the right-hand front door.



This motor is used to raise and lower the pickup door used to deliver the pizza to the customer.

To test the pickup door motor, press the **MOVE UP** and **MOVE DOWN** buttons which will move the pickup door up and down.

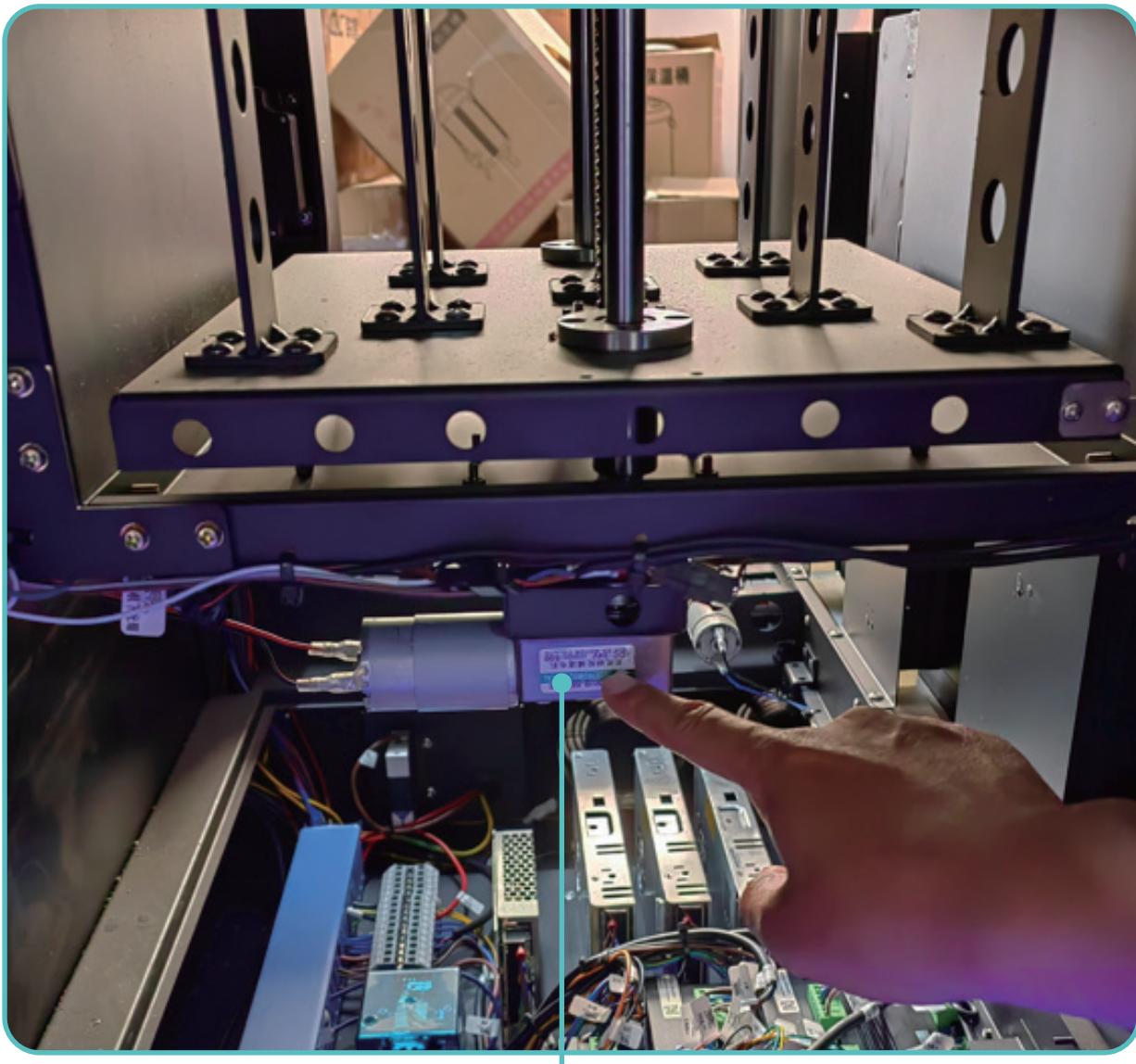
07. Lid opener up/down motor

07: Lid opener up/down-motor

Move up

Move down

The lid opener up/down motor is located underneath the lid opener plate.



Lid opener up/down motor

This motor is used to move the plate and its metal pins that push open the lid of the pizza box.

To test the lid opener up/down motor, press the **MOVE UP** and **MOVE DOWN** buttons, which will move the lid opener mechanism up and down.

8. Clip box motor

08: Clip box-motor

Clamp

Slackening

The clip box motor is located to the left of the lid opener plate mechanism.



Clip box motor

This motor is used to move the clamp that's used to secure and release the pizza box while it is on the box receiver.

To test the clip box motor, press the **CLAMP** and **SLACKENING** buttons to secure and loosen the clip box clamping mechanism.

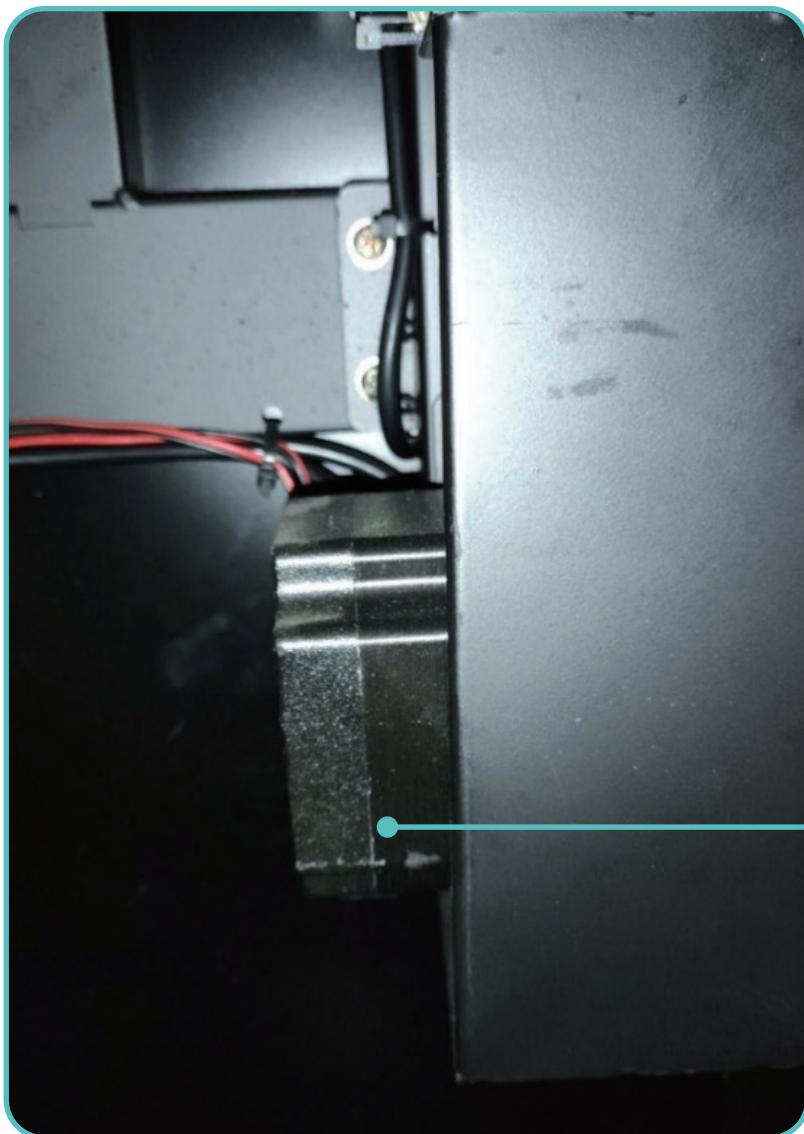
9. Heating tray up/down motor

09: Heating tray up/down-motor

Move up

Move down

The heating tray up/down motor is located under the heating tray on the right hand side behind the black rectangular block.



heating tray
up/down
motor

This motor is used to move the heating tray up and down, to and from the oven. To test the heating tray up/down motor, press the **MOVE UP** and **MOVE DOWN** buttons on the screen.

Note: Before testing motors **12** and **13**, please ensure motor **11** (Heating tray up/down motor) is left in its highest position.

10. Heating tray front/rear motor

10: Heating tray front/rear-motor

Move
forward

Move
back

The heating tray front/rear motor is located at the back of the heating tray mechanism (see picture below) at the rear of the machine, **below** the oven fork front/rear motor (13).



This motor is used to move the heating tray back and forward, to bring the pizza in and out of the oven.

To test the heating tray front/rear motor, press the **MOVE FORWARD** and **MOVE BACK** buttons on the screen.

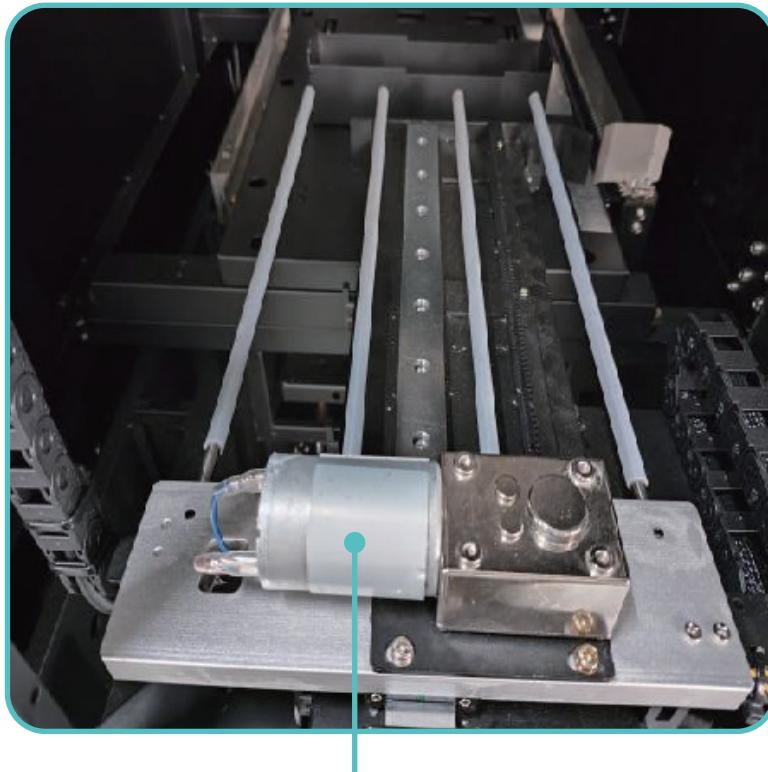
11. Oven fork front/rear motor:

11: Oven fork front /rear-motor

Move
forward

Move
back

The oven fork front/rear motor is located at the back of the heating tray mechanism (see picture below) at the rear of the machine, **above** the heating tray front/rear motor (12).

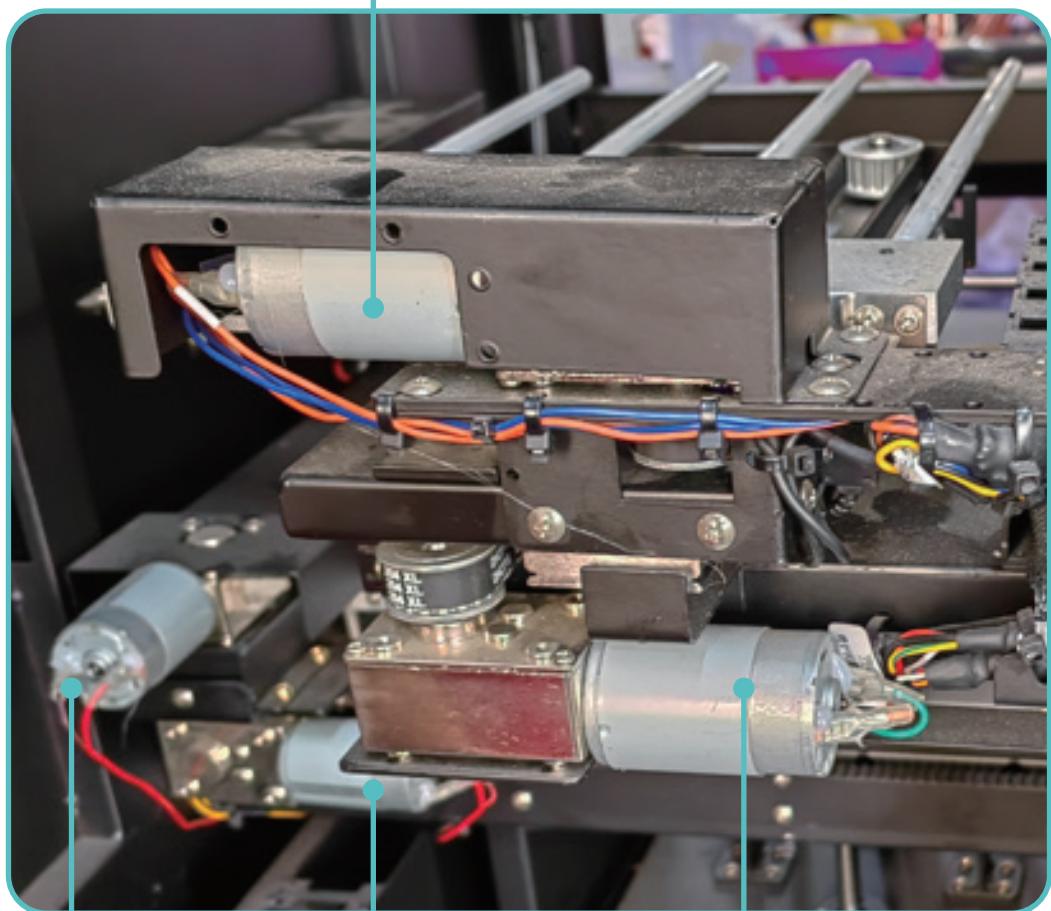


Oven fork front/rear motor

This motor is used to control the forward and backward movements of the fork.

To test the oven fork front/rear motor, press the **MOVE FORWARD** and **MOVE BACK** buttons on the screen.

Oven fork front/rear motor (13)



**Box sender
front/rear motor (8)**

**Heating tray
front/rear motor (12)**

**Box receiver
left/right motor (7)**

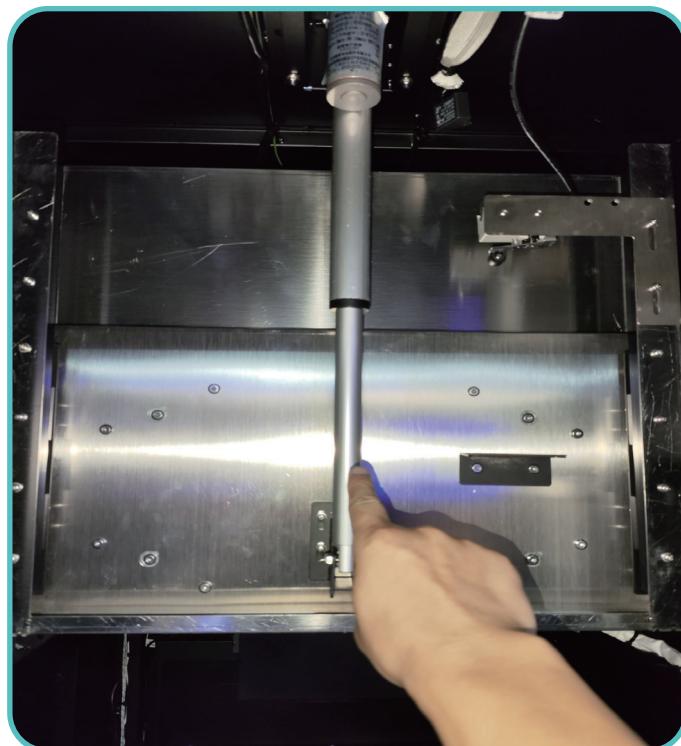
12. Backdoor of oven motor

12: Backdoor of oven-motor

Open

Close

The backdoor of oven motor is located on the top of the oven. It is the same motor used to power the oven fork (see previous page).



This motor is used to open and close the back door of the oven.

To test the backdoor of oven motor, press the **OPEN** and **CLOSE** buttons on the screen.

13. Lid removing motor

13: Lid removing-motor

Move
forward Move
back

The lid removing motor is located on the right side wall inside black metal casing.



This motor is used to power the lid remover mechanism used to remove the lid of the pizza box in order to take the pizza out of the box and move it to the oven.

To test the lid removing motor, press the **MOVE FORWARD** and **MOVE BACK** buttons on the screen.

Payment test

To test the various payment methods, go to the bottom section of the Test Window, marked '**Payment test**'.

Note:

If any of the motors or mechanisms fail to perform the desired movement during the motor tests, please consult Chapter 7 - Troubleshooting.



4. ADDITIONAL DETAILS ABOUT THE PIZZA OVEN



An oven is used to bake pizza. The oven consists of 5 parts: a turntable, an oven fan, a micro-molecule generator, a heating tube, and two temperature control probes.

- 1.** The purpose of the turntable and oven fan is to ensure that the pizza is heated evenly.
- 2.** The heating tube is used for heating (the maximum heating temperature is limited to 350°).
- 3.** The temperature control probe is used to detect the oven temperature.
- 4.** The micro-molecule generator is used to generate micro-molecules. The function of the micro-molecules is to allow heat to penetrate the pizza faster and more effectively, thereby shortening the baking time of the pizza.

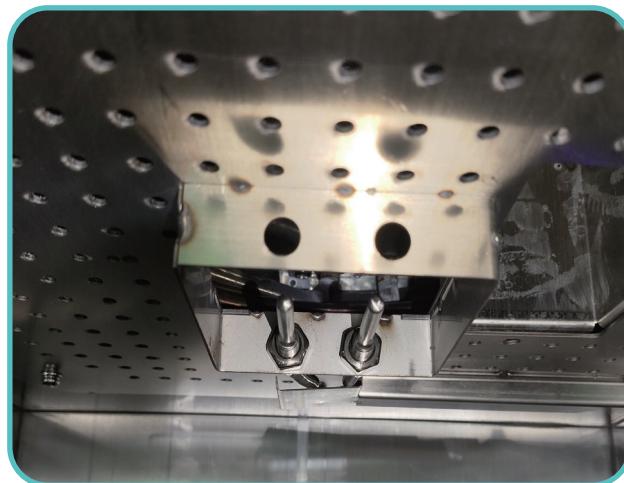
Baking method precautions: First, select a baking method. The machine has a total of three baking methods and two baking stages. The first is microwave defrosting, the second is tube heating, and the third is simultaneous use of the microwave and heating tube. (Here, “microwave heating” refers to the microwave oven function, as the oven has a microwave-like device installed at the top.)

Oven expansion fan



To ensure the pizza is heated evenly, a fan is installed behind each of the inner walls of the oven. If one of the fans does not rotate or is broken, this may lead to uneven cooking of the pizza, and overly charred sections, with a darker color.

Oven temperature probe



The oven has two temperature probes inside at the top, which are used to sense the internal temperature of the oven. If the sensing probe fails, it will prompt a heating overtime (error). The machine is equipped with two temperature control probes, one of which is a spare. If a temperature control probe fails, locate the other temperature control probe wire in the machine's control box, remove the faulty temperature control probe wire, and install the new temperature control probe wire for testing.

Note: The oven must never be turned on for molecular heating without pizza inside.



Oven lighting



There is a light inside the oven, solely intended to increase visibility inside the oven. If it doesn't light up, replace the light bulb. To remove the old bulb, just pinch it and pull it down.

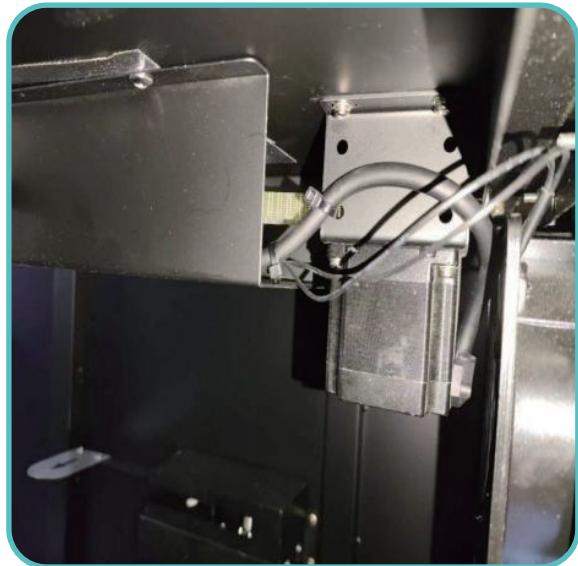
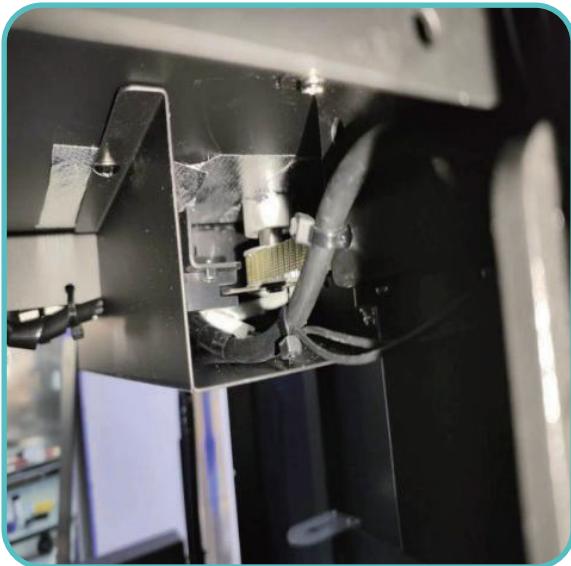
Oven turntable

Oven
turntable



The oven turntable is used to rotate the pizza while cooking, to ensure it is evenly cooked throughout. It is powered by a motor located underneath the oven.

Oven turntable positioning sensor / motor



The oven turntable positioning sensor / motor is located below the oven turntable. When the machine is turned on, the motor in the figure above rotates for detection. If the positioning sensor fails or the motor does not turn, an error will be reported.

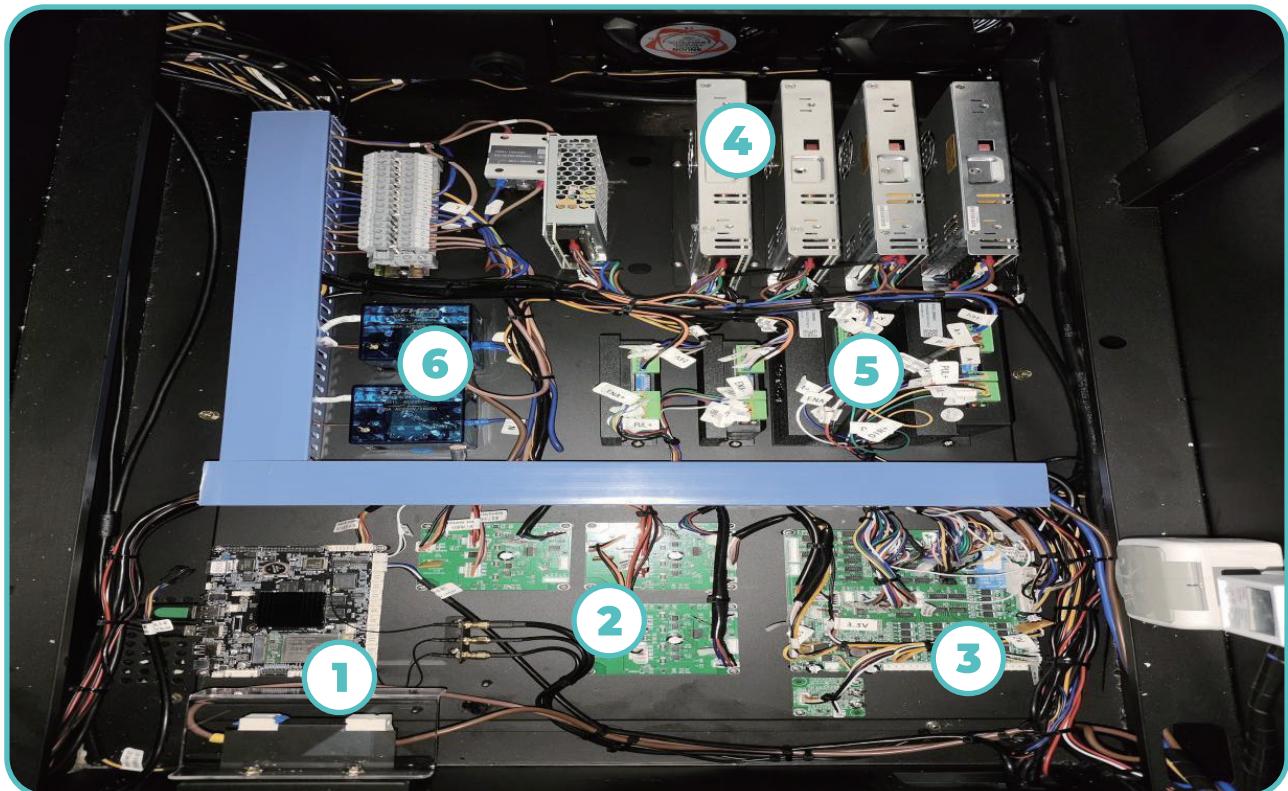
Loading a pizza into a rack



When loading pizzas into their racks, make sure the non-printed side of the box is facing towards you (see below).



5. CONTROL AREA



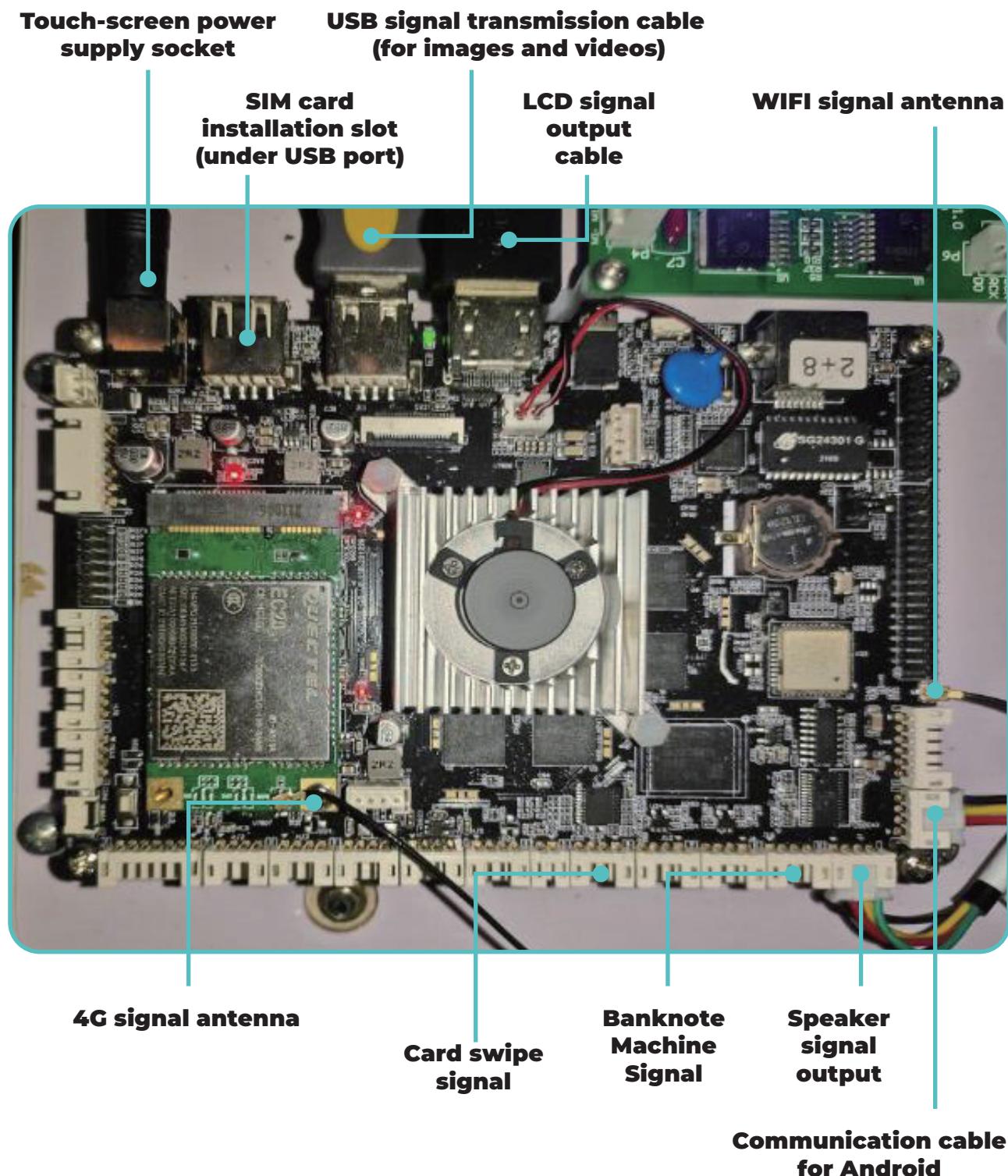
The control area is located in the bottom right corner of the machine, under the oven.

The front section contains the touch screen control board (❶ front left), the small motor control boards (❷ front center), and the sensor control board (❸, front right).

In the rear section surrounded by the blue metal casing, you can find the 6 power supply boxes (❹), the 4 large motor control boxes (❺), and the 2 oven relay switches (❻).

Touch-screen control board

The touch-screen control board is located at the front left side of the control area

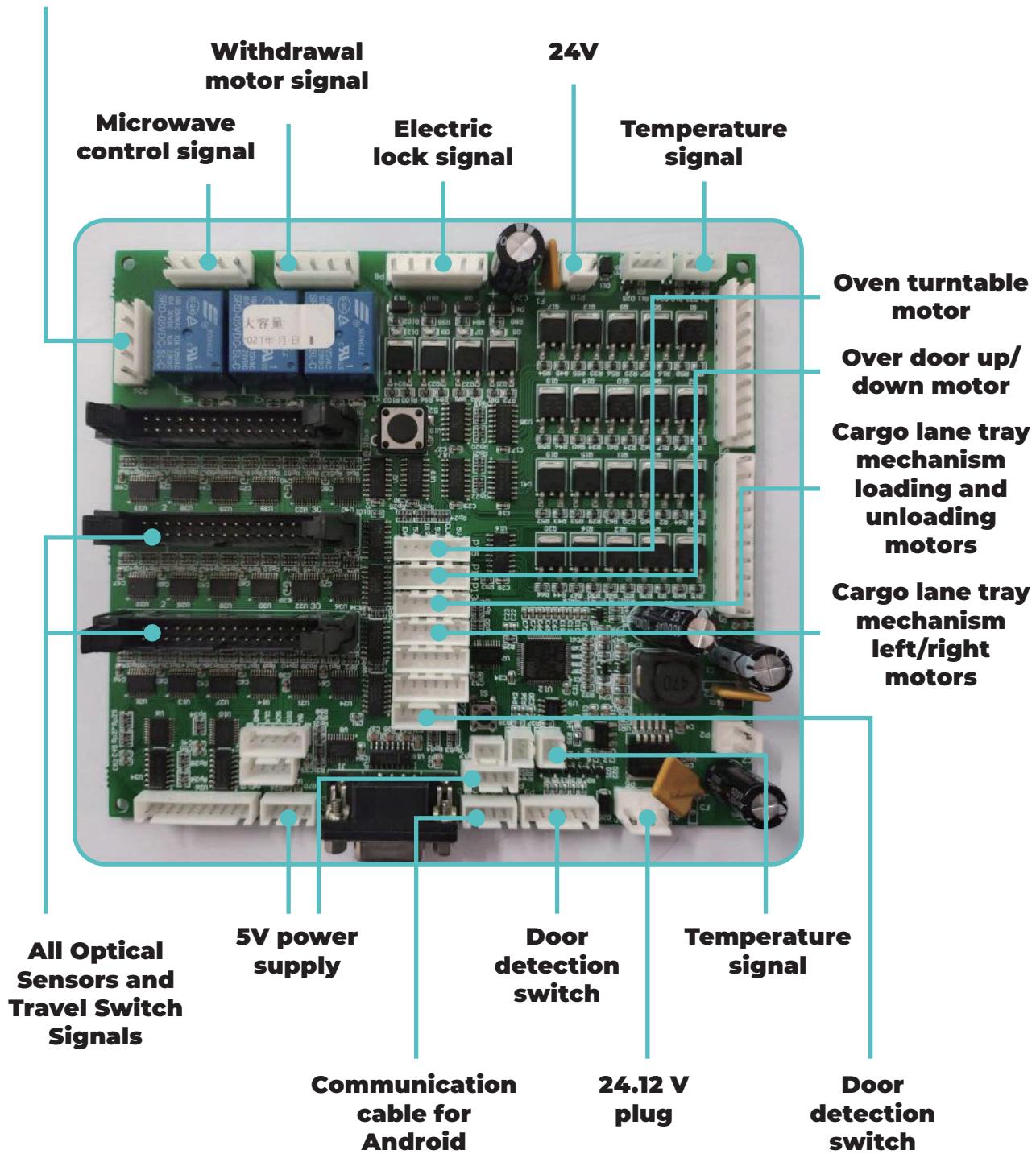


To insert the SIM card, slide it with the chip facing upwards into the slot located under the 1st USB port (see picture above)

Sensor control board

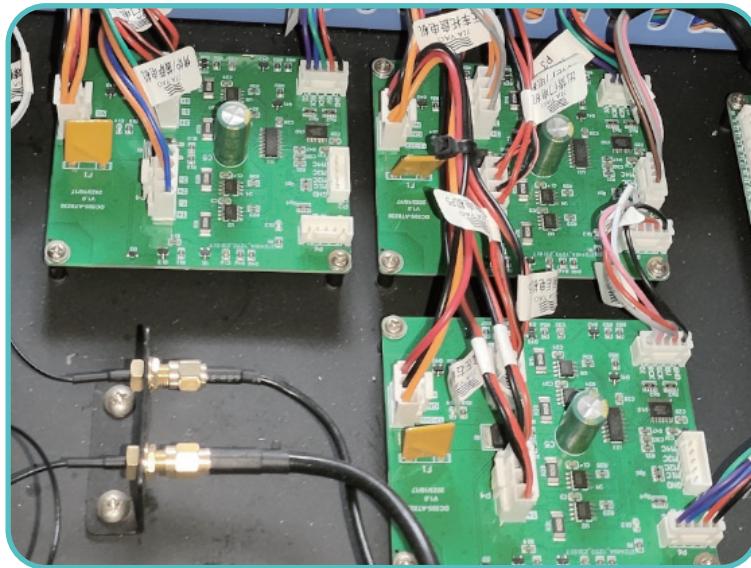
The sensor control board is located at the front right side of the control area. It is mainly used to connect and control the sensors of the various mechanisms of the machine, stopping them from moving beyond their intended range.

Oven heater control signal



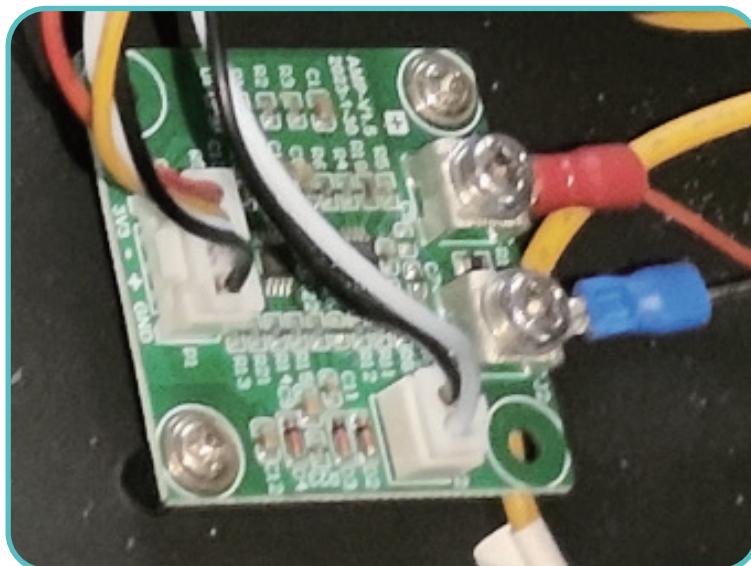
Small motor control boards

There are three motor control boards at the front of the control area. They are used to control the smaller motors of the machine.



Temperature control board

The temperature control board is used to receive the temperature signal of the temperature probe.



Power boxes

The power boxes pictured above are used to supply power to all the electronic components inside the machine. The machine has 4 x 48V boxes, 1 x 24V box, and 1 x 12V box. If there is a problem with one of the power boxes, one or more of the electronic components connected to the power box may fail and the related parts may not respond to commands.



Control Boxes

The 4 control boxes are used to operate the large motors of the machine, such as the cargo lane tray motors.



Oven relay switches



The oven relay switches are used to control the oven power supply.

Micro-molecule control system

Micro molecule controller Relays



The relay controls the power switch function of the micro-molecular transformer. If the relay has a problem, the micro-molecular function may not be properly controlled to open or close.

Power supply transformer for micro molecular function



The Power supply transformer is used to power the micro-molecular function; if this transformer is broken, the micro-molecular function cannot be started.

Instructions for Clearing Auto Shutoff Error on Pizza Vending Machine

When the pizza vending machine detects that food has exceeded unsafe temperature levels (above 41°F for more than 30 minutes), the machine will trigger an automatic shutoff to prevent the sale of potentially unsafe food. The display will show an error message stating “Please Suspend Use,” and a red exclamation mark will appear in the top left corner of the screen, replacing the displayed cooler temperature.

To clear the error and restore normal operation, follow these steps:

Step-by-Step Guide:

1. Open the Machine Door (if needed for access)

- If you need to access the food area, make sure you open the machine door carefully. Be mindful of any food items that may have been exposed to unsafe temperatures and remove them immediately. Follow NAMA code or your local health code for proper handling and disposal of food.

2. Look for the Error Message

- On the screen, the error message will read: “Please Suspend Use.”
- In the top left corner of the screen, you will see a red exclamation mark that replaces the normal cooler temperature display.

3. Tap the Screen 6 Times Rapidly

- Tap the top right corner of the display 6 times in quick succession.
- This will prompt the system to ask for your operator passcode.

4. Enter the Operator Passcode

- Once prompted, enter the operator passcode to access the machine’s backend settings.

5. Navigate to the Error Code Settings

- In the backend menu, tap “Broken Record” to access the error codes section.

6. Select the Temperature Error Code

- Look for the Temperature Error Code that corresponds to the issue you are addressing (the one that caused the machine to enter “suspend use” mode).



7. Clear the Error Code

- Once the correct error code is selected, tap “Clear” to reset the system and remove the error.

8. Verify Temperature and Recheck Food

- After clearing the error, check the internal temperature of the cooler to ensure it has returned to a safe operating level (below 41°F).
- Double-check that all food items have not been exposed to unsafe temperatures for extended periods. Follow NAMA guidelines or local health code regulations for food safety and storage.

9. Close the Machine and Resume Normal Operation

- Once the error is cleared and food safety is confirmed, close the machine door and resume normal operation. The machine should now allow food to be sold again.

Important Notes:

- Always follow food handling and storage guidelines to prevent unsafe temperature exposures.
- If you are unsure about food safety or handling, consult the NAMA code or your local health department regulations.
- If the error persists, check for any underlying issues with the machine’s cooling system that may need professional attention.

By following these instructions, you can quickly resolve the “Please Suspend Use” error and ensure your pizza vending machine is back to selling safely stored food.



6. HOW TO USE THE MOBILE APP

The mobile app is required in order to manage and perform certain key operations relating to the vending machine.

This chapter will explain how to perform the following actions using the App:

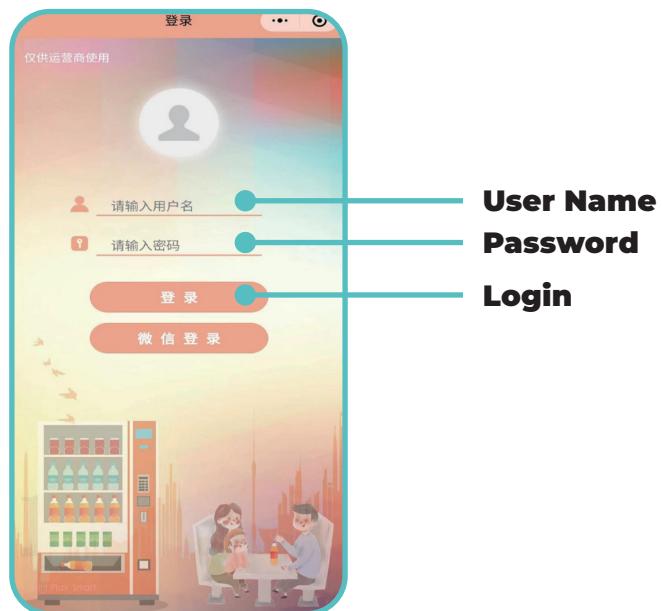
- Set the vending machine name and password
- Add the names, pictures and prices of the products you wish to sell
- Assign the products you wish to sell to the correct rack location in the machine
- Configure / Upload / replace the product and advertising content of the machine's display screens
- View and manage the financial statistics of the machine
- View and manage fault information
- Refund customers

How to obtain and install the APP

The manufacturer will provide users with an installation package. Please contact the manufacturer for more details.

After installation

Once you have installed the app, you will be prompted to enter your login and password:



How to set the name of your vending machine

After entering your ID and password, the App main menu will display. Press **More functions** in the bottom right corner to enter the **App management** interface

Go to the **Device Management** section and press **Device List**. Select the device you wish to change. Then in the pop-up options at the bottom of the screen, select **Data Edit**. Enter the desired name in the **device name** field, and press **Confirm** at the bottom of the screen.

How to change the password of your vending machine

In the App main menu, press **More functions** in the bottom right corner to enter the **App management** interface

Go to the **Device Management** section and press **Device List**. Select the vending machine whose password you wish to change.

Then in the pop-up options at the bottom of the screen, select **Parameter Setting**. Enter the desired password in the ‘homepage login password’ field, and press ‘**Confirm**’ at the bottom of the screen.

How to register products on your vending machine, and how to set their names, pictures, and prices

This section will enable you to enter the details of each pizza (variety, toppings, price, and photo) in the way you would like them to be displayed on the order screen when customers are making their selection.

In the App main menu, press **More functions** in the bottom right corner to enter the **App management** interface

Go to the **Goods Management** section and press ‘**My Goods Storage**’.

To add a new product, press ‘**Increased goods**’ at the bottom of the screen.

Enter the product name (goods name), the cost price, and the retail price.

You must also upload at least one picture. To do so, press one of the blank squares next to where it is marked ‘goods picture’, and a select a photo from your mobile phone. Then press ‘Confirm’ at the bottom of the screen.



Note:

The App will not save the details of the product until at least the following fields have been entered:

- Goods name
- Cost price
- Retail price
- 1 photo

How to assign a rack to a product

To assign a rack to a product, go to the **Device Management** section and press **Device Rack**.

Select the desired machine from the list by pressing the small arrow on the far right side.

You will then enter the rack selection area. Select the rack whose product information you wish to change, by pressing on its button.

You will then enter the '**Rack details**' screen of the selected rack.

Press '**Change goods**' at the top of the screen. A list of pre-entered products (see previous step) will appear. Select the desired product, and press '**Confirm**' at the bottom of the screen.

The product will then be assigned to the selected rack.

Important!

Please ensure the pizzas are loaded into the numbered racks according to the rack information displayed on the app. Otherwise the customer may receive a different type of pizza from the one that they ordered.



How to change and replace video and photo advertising displayed on the machine screens

In between orders, the vending machine can display videos and pictures of your choice on the large screen on the front of the machine, serving as an effective advertising platform. The steps below explain how to add and replace these on-screen videos and pictures.

In the App main menu, press **More functions** in the bottom right corner to enter the **App management** interface.

Scroll down until you find the **Advertisement Management** section. In this section, select '**Material Management**'.

At the top of the screen you will see two tabs: **Video** and **Picture**.

To upload a video, press on the **Video** tab at the top of the screen, then press on the **Upload video** button at the bottom of left of the screen to upload

To upload a picture, press on the **Picture** tab at the top of the screen, then press on the **Upload picture** button at the bottom of left of the screen to upload

Once you have uploaded the desired videos and pictures, go back into the **Management** interface. Scroll down until you find the **Advertisement Management** section. In this section, select '**Advertising Plan**'. Then select **Add Advertisement Plan** at the bottom of the screen, which will bring you to the '**Plan details**' screen.

Here, enter the **advertisement name**, the **advertisement type** and **advertisement location** in the respective fields.

Then select the dates and times you wish the ads to be displayed.

To select the vending machine on which you want the ads to be displayed, press the right arrow in the 'launch device' line. Once you are in the 'Device list', select your device from the list and press '**Confirm**'.

To select the videos and pictures you wish to display on the selected machine, press the right arrow in the 'material' line. Once you are in the 'Material management' section, select the desired pictures and videos, and press '**Confirm**'.

If you have several advertisement plans saved (which are listed in the '**Advertisement plan**' main menu), you can select higher levels of priority. The



higher the number you set, the more often the ad will be played.

Press '**Confirm**' at the bottom of the screen to complete the ad setup and go back to the Advertisement plan screen.

You will then see the advertisement you just set up displayed in the list. Press it, and a pop-up menu will then appear at the bottom of the screen. Select '**Launch**' to run the advertisement on your vending machine screen.

How to set up mobile message alerts

In the App main menu, press **More functions** in the bottom right corner to enter the **App management** interface.

Scroll down to the **Notification** section, and select '**Message Setting**'.

Turn on all message reminder buttons.

You can also enter the contact details of the person who needs reminding of the message.

Once you have made the desired selections, press **Save** at the bottom of the screen.

How to view the financial statistics of your machine

In the App main menu, press **More functions** in the bottom right corner to enter the **App management** interface.

In the **Statistics Form** section at the top of the screen, select **revenue statistics**. You can then select the time frame you wish to view ('Today', 'Week', or 'Monthly').

How to make refunds using the app

In the App main menu, press **More functions** in the bottom right corner to enter the **App management** interface.

Scroll down to the **Refund Management** section, and select **refund message**

Select the order you wish to refund

In the 'Order details' section, enter the refund amount, and press '**Manual refund**' at the bottom of the screen. The refund will then be processed.



How to assign a customer service representative to the machine

In the App main menu, press **More functions** in the bottom right corner to enter the **App management** interface.

Scroll down to the **Service Management** section, and select **service list**

In the Customer service list section, press **Add Custom service**

In the **Custom service details** section, enter the customer service representative name, contact number, working hours, photo, QR code, and any other relevant information, and then press **Confirm**.

Go back to the **Custom service list** screen. The newly entered customer service representative will now be displayed in the list. After pressing it, a pop-up list will then appear at the bottom of the screen. Select **Device Distribution** to assign the customer service representative to the machine to complete the setup.

How to create coupon codes

In the App main menu, press **More functions** in the bottom right corner to enter the **App management** interface

Scroll down to the **Offline Coupon** section, and press **Coupon order**.

Select **Create an order** at the bottom left of the screen.

Find the vending machine on which you wish to generate the voucher and select it.

The Create a coupon screen will then display. Go to the New Voucher screen

Select the desired product, and the voucher and card validity. Then press **Set a coupon**.

Note on the use of coupons and cards:

Coupons and cards are used to redeem goods. After opening the redemption code in the settings of the device backend, the redemption code button will be displayed on the machine's screen. Press the button to return the voucher to the redemption code input window, and then enter the correct redemption code to redeem the goods.



How to group several vending machines

If operators manage several machines, this option enables them to group them accordingly for better and more efficient management. For example, if the user has 50 machines installed in several areas or malls, the user can manage these machines by grouping them by their location.

In the App main menu, press **More functions** in the bottom right corner to enter the **App management** interface

Go to **Device Management** and select **device grouping**. Once in the **Device group** section, press Add group. A small pop-up window will appear in the middle of the screen. Enter the group name here and press **Confirm**.

You will now see the new group displayed in the list in the Device group section.

After pressing it, a pop-up menu will appear at the bottom of the screen. Press **Device distribution**, select the machines you wish to group, and press **Confirm**.

How to set up a list of vending machine locations

In the App main menu, press **More functions** in the bottom right corner to enter the **App management** interface

Scroll down to the **Place Management** section, and select **place list**

Press **Increased place** at the bottom of the screen

Enter the location name, type, address, picture, and any other relevant information, and press **Confirm**

Go back to the **Place list** screen and press on the newly create location.

A pop-up menu will appear at the bottom of the screen. Press **Device distribution**, select the desired machine, and press **Confirm**.



How to view machine fault information

In the App main menu, press **More functions** in the bottom right corner to enter the **App management** interface

Scroll down to the **Notification** section, and select **message reminder**

Select the **Fault message** tab at the top of the **Message notice** screen.

Press the message to view the details.

If the fault has been resolved, press **mark as handled**



7. TROUBLESHOOTING

Fault	Reason / Action
The cargo lane tray is not moving up or down	<p>First run the test (Test 01 in the Test Window). If the tray moves, then reset it to check that it can be reset to its normal position. When resetting, if the tray runs all the way up, and shakes a little, you must check whether the tray upper limit sensor is working normally, as there may be a problem with it. Similarly, if the tray runs all the way down, and shakes a little, you must then check whether the tray lower limit sensor is working normally.</p> <p>If either sensor is not working despite being connected to the sensor board, please replace the sensor</p>
The cargo lane tray is not moving left or right	<p>First run the test (Test 02 in the Test Window). If the tray moves, then reset it to check that it can be reset to its normal position. When resetting, if the tray runs all the way to the left, and shakes a little, you must check whether the tray left limit sensor is working normally, as there may be a problem with it. Similarly, if the tray runs all the way to the right, and shakes a little, you must then check whether the tray right limit sensor is working normally.</p> <p>If either sensor is not working despite being connected to the sensor board, please replace the sensor</p>
The cargo lane tray is not moving left or right during production, despite resetting	<p>If a normal reset was performed, but the tray does not move during production, then close the operation. Gently move the tray left and right with your hands to check whether the tray can move left and right. If the tray moves smoothly, then there may be a problem with the control box or the tray motor.</p> <p>Firstly, check whether the motor plug is loose and / or falling out. If the motor power supply is normal but there is no response during the test, you must prepare a multimeter to measure whether the motor power supply has voltage when the motor moves forward and backward. If there is a voltage, it means that the motor is broken and must be replaced.</p> <p>If there is no voltage, then you must then check the power box and the control board for faulty connections.</p>
The cargo lane tray is not moving up or down during production, despite resetting	<p>If a normal reset was performed, but the tray does not move during production, then close the operation. Gently move the tray up and down with your hands to check whether the tray can move up and down. If the tray moves smoothly, then there may be a problem with the control box or the tray motor.</p> <p>Firstly, check whether the motor plug is loose and / or falling out. If the motor power supply is normal but there is no response during the test, you must prepare a multimeter to measure whether the motor power supply has voltage when the motor moves forward and backward. If there is a voltage, it means that the motor is broken and must be replaced.</p> <p>If there is no voltage, then you must then check the power box and the control board for faulty connections.</p>
There is a problem with the freezer door	<p>If the freezer door does not open, this usually means that the freezer door motor is broken. If the freezer door does not move up or down after testing (Test 05 in the Test Window), use a multimeter to test whether the freezer door motor has voltage when switching on.</p> <p>If the freezer door opens, but does not close again after opening, it may be that the limit microswitch at the top of the freezer door has failed. When the limit microswitch fails, the freezer door motor will not stop for a long time, which may cause motor damage.</p>



TROUBLESHOOTING

Fault	Reason / Action
There is a problem with the box receiver	<p>The box receiver is the square metal plate used to receive pizza delivered from the freezer section of the machine. If the box receiver is abnormal and cannot receive the pizza box, you must check whether the box receiver's motor is normal. Run a test (number 07 in the Test Window), check whether the motor cable has come loose, and test with a multimeter to determine whether the motor power supply is normal.</p> <p>If the box receiver receives the pizza box but does not stop at its correct position and is accompanied by some slight shaking, then it is possible that the box receiver's front limit sensor is faulty and needs to be replaced. Similarly, when the tray moves too far back after moving to its reset position and with slight shaking, then it is possible that the box receiver's rear limit sensor is faulty and needs to be replaced.</p>
There is a problem with the clip box motor	<p>The clip box motor is used to clamp the pizza box on the tray in order to prevent the pizza box from tilting. If the clip box motor does not start or the test (No. 10 in the Test Window) is unsuccessful, either the clip box motor is broken and needs to be replaced, or the wiring is not connected.</p>
There is a problem with the lid up/down motor	<p>The lid up/down motor is used to assist in opening the pizza box. When the motor is activated, the platform and its pins move up, opening the box lid. If the lid up/down motor does not start and there is no reaction, firstly check the motor power supply and for any loose connection. If the motor is normal but not starting, check whether the lid up/down motor limit microswitch is normal.</p> <p>If the lid-opening mechanism shakes or if it is too far up or down, check whether the upper and lower limit light sensors of the lid-opening motor are normal.</p>
There is a problem with the lid removing motor	<p>The lid-removing motor is installed directly below the tray on the side wall. When the pizza box is sent to the tray, the lid-removing motor rises toward the top of the pizza box. If the lid removing motor does not start, check whether the motor is plugged in and the power supply is normal.</p> <p>If the lid removing mechanism jitters if it is always up or down, check whether the upper and lower limit sensors of the lid removing motor are normal.</p>
There is a problem with the heating tray up / down mechanism	<p>The heating tray up / down motor is used to control the up and down movement of the heating tray.</p> <p>If the motor is connected and you encounter abnormal noise from the motor, or if the motor is moving in the incorrect position, or if the motor does not move and is not responding after testing it (despite it being switched on), switch off the power.</p> <p>After switching off the power, gently move the motor up and down with your hands. If you cannot move the tray up and down smoothly, then this is generally due to a motor problem.</p> <p>If you're able to run the tray smoothly up and down after switching off, then there may be a problem with the control box that controls the motor. Therefore, check whether the power supply box and motor control box are connected.</p> <p>Potential problem with upper and lower limit microswitches</p> <p>The upper and lower limit microswitches of the tray are used to control the safe distances of the up/down heating tray motor. If there is a problem with the limit microswitch, the tray may not stop running after reaching the top of the machine, thus causing it to jitter. Conversely the tray may not stop until it reaches the bottom, thus causing it to jitter. The limit microswitches may therefore need to be replaced.</p>



TROUBLESHOOTING

Fault	Reason / Action
There is a problem with the oven backdoor	<p>If the rear door does not open, there will be a production failure. If this is the case, test the oven rear door motor as per the test procedure (Test 14 in the Test Window). If the oven motor can be opened and closed normally, but there is still a problem, you must then check whether the oven door limit micro switch installed at the rear right of the oven is normal.</p> <p>When the oven door is open at the top position, the door will touch the limit micro switch, and then open and close. When the switch is closed, a signal will be sent to the control board, which will issue a command, and the pizza will be sent to the oven.</p> <p>To determine whether the limit microswitch is normal, pull the limit switch wire and then touch the two wires of the limit microswitch together when the oven door is open. If the pizza is successfully placed in the oven at this time, the pizza door closes and the two wires can be separated. If the oven starts to operate, then the problem is related to the limit microswitch.</p>
There is a problem with the oven fork front / rear motors	<p>The front and rear motors of the heating fork are installed behind the fork to control the forward and backward movements of the fork.</p> <p>If the oven fork front / rear motors are abnormal, the pizza will not be taken out of the pizza box. Check the power supply of the oven fork motor and whether the wiring is connected. If the wiring is normal, run the test (Test 13 in the Test Window). If there is no reaction, then use the multimeter to test whether the motor wire has a DC 12v voltage when testing motor. If there is no voltage, it means the motor is broken. If there is a voltage, it means there is a problem with the line or the control board.</p> <p>If the oven fork can be moved forward but not moved back, but can be reset to its original position, then there is a problem with the optical limit sensor in front of the oven fork. If the fork can be moved back, but it shakes after going back to the bottom, check the limit sensor behind the oven fork.</p>
There is a problem with the box sender motor	<p>The box sender motor is used to push the baked pizza out of the machine through the pickup door. If the box sender motor is abnormal, first, run the test (test 08 in the Test Window).</p> <p>If the box sender moves forward after testing, it means that the box sender motor is normal. It is then necessary to check whether the front and rear sensors are normal.</p> <p>If the box sender does not move forward or backward, then it is necessary to check whether the box sender motor is powered correctly and whether the motor is normal.</p>
There is a problem with the pickup door light sensor	<p>After cooking is complete, at the pickup point, there is a light sensor that senses whether the box has been pushed out of the pickup door. If the box has been pushed out, this is the normal action. If the box has not been pushed out, this means that the delivery has failed.</p> <p>Furthermore, if the box has been pushed out but the machine is indicating a delivery failure, there may be a problem with the pickup door light sensor.</p>
There are issues with the pickup door	<p>Once the pizza is ready, if the pizza pickup door cannot be opened normally, the pizza delivery will be unsuccessful. If the door cannot be opened upon delivery of the pizza, run the test (Test 06 in the Test Window), to check if it can be opened normally. If the door can be closed during the test, then it means that there is a problem with the microswitch at the upper and lower limits of the pickup door. If the door cannot be closed when running the test, then check whether the motor or power supply is normal.</p>



8. CLEANING, SANITATION AND GENERAL MAINTENANCE OF THE VENDING MACHINE AND VENDING MACHINE AREA

This chapter will provide details and instructions on how to clean the vending machine and the vending machine area, and the products, chemicals and equipment required to perform the cleaning operations. It will also explain how to perform regular maintenance in order to extend the lifespan of the machine as long as possible.

Cleaning and Sanitation – General Guidelines

The vending machine must be cleaned in accordance with the detailed instructions outlined in this chapter. Before starting any cleaning operations, remove all boxes, box remains, crumbs of pizza and any other contents left in the refrigerated section.

List of chemicals required and their intended use

Please ensure the chemicals listed below are readily available for the various cleaning operations of the vending machine.

Liquid degreaser

This chemical is used to dissolve grease and oil. It is used for cleaning surfaces that have been exposed to cooking oils, animal fats, and petroleum products. Degreasers can also be used on tools and equipment that have been used in greasy or oily environments.

Please keep away from eyes and skin, as it may cause serious eye damage or irritation, and skin burns.

Citric acid

This specially formulated concentrate is for cleaning and sterilizing stainless steel, copper, and plastic installations within the pizza vending machine.

Please keep away from eyes, as it may cause serious eye irritation. Using this product may also lead to respiratory irritation.



Peracetic acid

This peroxyacetic acid sanitizer is recommended for use on pre-cleaned surfaces such as equipment, pipelines, tanks, vats, filters, evaporators, pasteurizers, and aseptic equipment in food & beverage processing/packing plants.

Please keep away from eyes, as it may cause serious eye irritation. Using this product may also lead to respiratory irritation, and inflammation of the upper respiratory tract.

Bleach

Bleach is a powerful disinfectant. It's often used to clean bathrooms or to wipe down commonly-touched and shared surfaces that can lead to germ transmission, such as counter tops, faucets, cabinet handles, doorknobs, trashcan lids, toilet seats, and refrigerator doors

Please keep away from eyes and skin, as it may cause serious eye and skin irritation. It may also generate toxic gas when coming into contact with acid

List of protective equipment and clothing required

Please ensure all cleaning and maintenance personnel have access to the following protective equipment and clothing, which is required when cleaning the vending machine.

- Head cap
- Hand gloves
- Apron
- Face mask
- Shoes
- Eye goggles



Machine Cleaning Operations

Cleaning operation 1: Cleaning of stainless steel equipment and removable oven grill

The operator is responsible for cleaning the stainless steel equipment and removable oven grill

The stainless steel equipment and removable oven grill must be cleaned **daily**

The chemicals and protective equipment required for this cleaning operation are as follows:

Chemicals	Protective equipment
<ul style="list-style-type: none">Liquid degreaser	<ul style="list-style-type: none">Head capHand glovesApronFace maskShoesEye goggles

Cleaning method

- To use this heavy-duty degreaser effectively, spray or mop the product onto the surface that is to be cleaned.
- Allow the cleaner to remain on the surface for a few seconds before wiping off with a damp cloth
- Rinse all areas and allow to air dry.
- Maintain Product Safety Data Sheets (aka COSHH)

Inspection

All equipment and surfaces must be clean and visibly free from debris.

The above inspection must be performed by the Production Team Leader



Cleaning operation 2: Cleaning of Work Surfaces & Stainless-Steel Equipment (Stainless Steel Vessel, Rotating Grills)

The operator is responsible for cleaning the work surfaces & stainless steel equipment

The work surfaces & stainless steel equipment must be cleaned **weekly**

The chemicals and protective equipment required for this cleaning operation are as follows:

Chemicals	Protective equipment
<ul style="list-style-type: none">• Citric acid	<ul style="list-style-type: none">• Head cap• Hand gloves• Apron• Face mask• Shoes• Eye goggles

Cleaning method

- Add one tablespoon of citric acid powder per one cup of hot water to a spray bottle. Shake well to mix.
- Always add a label to the bottle.
- Lightly spray the stainless steel, butcher block, and laminate counters with the citric acid solution. Wipe down with a sponge or microfiber cloth to remove smudges and stains, and leave the surface sanitized.
- Use the citric acid and water solution as a glass and window cleaner. Lightly spray the solution on the window starting at the top. Use a microfiber cloth to wipe away the dirt and smudges.
- Rinse with water, Leave the surfaces, equipment to air dry
- Maintain Product Safety Data Sheets (aka COSHH)

Inspection

All equipment and surfaces must be clean and visibly free from debris.

The above inspection must be performed by the Production Team Leader



Cleaning operation 3: Cleaning of the area and hard surfaces surrounding the machine

The operator is responsible for cleaning the area and hard surfaces surrounding the machine

The area and hard surfaces surrounding the machine must be cleaned **daily**

The chemicals and protective equipment required for this cleaning operation are as follows:

Chemicals	Protective equipment
<ul style="list-style-type: none">• Peracetic acid	<ul style="list-style-type: none">• Head cap• Hand gloves• Apron• Face mask• Shoes• Eye goggles

Cleaning method

- Sanitizing Food Contact Surfaces: Sanitize with a concentration of 0.7-3.8 fl. oz. of this product diluted in 10 gallons of water (58 ppm active peroxyacetic acid and 91 ppm active hydrogen peroxide). Check concentration using test strips. Use immersion, spray or circulation techniques as appropriate on the equipment. All surfaces must be exposed to sanitizing solution for a period of at least 60 seconds or more if specified by a governing code. Drain thoroughly and allow to air dry. Do not rinse.
- This product is effective against *Staphylococcus aureus* and *Salmonella enterica* at 1.0 oz per 10 gallons of water (58 ppm active peroxyacetic acid and 91 ppm active hydrogen peroxide) in hard water (400 ppm as CaCO₃) and 5% organic soil on hard, nonporous surfaces. For visibly soiled areas, a pre-cleaning step is required. Apply solution with a mop, cloth, sponge, brush, or by soaking, spraying, or immersion so as to wet all surfaces thoroughly. Allow to remain wet for 10 minutes, then remove excess solution and entrapped soil with a clean wet mop, cloth, wet vacuum pickup or by draining. Prepare a fresh solution daily or when it becomes soiled or diluted.
- Maintain Product Safety Data Sheets (aka COSHH)

Inspection

All areas must be clean and visibly free from debris.

The above inspection must be performed by the Production Team Leader



Cleaning operation 4: Cleaning of floors and walls

The operator is responsible for cleaning the floors and walls

The floors and walls must be cleaned whenever there is an odor or mold issue

The chemicals and protective equipment required for this cleaning operation are as follows:

Chemicals	Protective equipment
<ul style="list-style-type: none">• Bleach	<ul style="list-style-type: none">• Head cap• Hand gloves• Apron• Face mask• Shoes• Eye goggles

Cleaning method

- This procedure will be followed only when there is a mold or odor issue.
- Dilute mixtures of chlorine bleach and water and prepare the solution according to the area or equipment to be cleaned
- Label the solution before storage

Bleach should be used in different areas and different equipment in accordance with the manufacturer's specifications.

- Chlorine doses for this purpose must be prepared in accordance with the following.
 - Floor washing - 100 - 200 ppm
 - Wall washing - 100ppm
- All the electric equipment must also cleaned manually once a month.
- Maintain Product Safety Data Sheets (aka COSHH)

Inspection

All areas must be clean and visibly free from debris.

The above inspection must be performed by the Production Team Leader



General cleaning procedure for all cleaning operations

1. Sanitizing step

Certain parts of the machines such as oven is required to put in sanitizing mode before it is cleaned. In this step, oven is subjected to heat for 8 minutes at 500 degrees Fahrenheit. This should be done simultaneously with cooler compartment being cleaned. After heating oven is allowed to cool before further cleaning. During CIP of oven, inner parts of oven such as air intake grill and removable grill on which pizza stands and rotates are cleaned thoroughly.

2. Pre-rinse

The pre-rinse is a very important step in the CIP process because a well-monitored and well-executed pre-rinse makes the rest of the wash cycle predictable and repeatable.

- Wets the interior surface machine
- Removes most of the remaining residue
- Dissolves sugars and partially melts fats
- Provides a non-chemical pressure test of the CIP flow path

3. Degreaser Wash

Degreasers are composed of sodium carbonate, sodium salt of EDTA, anionic surfactant, sodium metasilicate, and glycol ether. The foamy, semi-viscous degreaser makes quick work of caked-on fats, greases, carbon, and other food particles found in commercial cooking equipment like ovens, ranges, grills, deep fryers, and equipment hoods.

4. Intermediate rinse

Fresh water flushes out residual traces of detergent remaining from the degreaser wash.

Use proper instrumentation during each step of the CIP Cycle, including rinsing, ensures proper cleaning.

- Level Transmitters and Probes monitor tank levels of wash and rinse tanks.
- Flow Transmitters ensure optimum flow for spray devices to precisely control wash and rinse steps.
- Conductivity Transmitters ensure chemical levels are hitting predetermined set point.



5. Final rinse

Rinse with either DI, RO, or city water to flush residual cleaning agents.

6. Sanitizing rinse

It is required to help kill microorganisms before starting the next production run.

Optional steps

1) Push-out: Increase product recovery and improve cleaning

Prior to the pre-rinse cycle, pushing out residual product in the process lines using a projectile-type product recovery system improves cleaning and can save valuable product from going down the drain.

2) Acid wash: (130–150° F)

Acid is also excellent for brightening up discolored stainless steel by removing calcified mineral stains. This optional step would occur after the intermediate rinse and before final rinse. Use per label instructions at appropriate concentrations.

3) Air blow: Remove remaining moisture

This step removes moisture remaining in the line after the final rinse. When performing this step, it's recommended you use an air blow check valve that is CIP'able. This eliminates the need to disassemble the valve to be cleaned manually



Cleaning Log

CLEANING LOG						
Check all that are applicable and required for the different areas of your food premises/ machine						
AREA	AS REQUIRED	DAILY	WEEKLY	MONTHLY	ANNUAL	OTHER (SPECIFY)
Equipment						
Inner Compartment			✓			✓ Before and after each use
Under / Behind Equipment		✓				
Rotating Grill		✓				
Main Oven		✓				
SST Trays			✓			
Roof and Racks			✓			
External Surfaces (Panel)		✓				
Miscellaneous						
Small Equipment						



Cleaning Guidelines

- Use clean water source for cleaning during the CIP process.
- During the CIP process, cleaning solutions should be circulated to contact all interior food contact surfaces and being completely drained after cleaning.
- There should be inspection access points in the CIP system to ensure all interior food contact surfaces are being effectively cleaned.
- Before cleaning, oven is put in sanitizing mode. It is subjected to heating the oven for 8 minutes at 500 degrees Fahrenheit. This should be done while the cooler compartment is being cleaned. After heating oven is allowed to cool before further cleaning. During CIP of oven, inner parts of oven such as air intake grill and removable grill on which pizza stands and rotates are cleaned thoroughly.
- Ensure the CIP system operates appropriately as designed, e.g., by monitoring the cleaning time, temperature, flow rate and concentration of cleaning solutions.
- The cleaning cycle should be performed according to the recommended performance specification of the manufacturers of the vending machines or other settings validated to be effective to clean the vending machines.
- Verify that the CIP system is operated as intended and all target set points were met during the operation: cleaning time, temperature, flow rate, concentrations of cleaning solutions, e.g., by in-build computer system or manual checking, depending on the CIP system used.
- Validate that the CIP system effectively cleaned the vending machines at periodic intervals, e.g., by visual observations at inspection access points and testing of final rinse water
- Record the findings of the verification and validation process to keep track of the evidence that the cleaning and sanitizing activities were completed as intended and are effective
- Continually monitor the vending machines, e.g. by using computer-controlled monitoring system, during their operation and follow up any system alerts on operational problems as soon as possible. Review the operational records regularly to ensure that the vending machines are functioning normally.
- Keep records of any other control measures for the possible food safety problems during the operation (e.g. the transport and storage of food products/ingredients, and processing of food products). Conduct systematic check of the records periodically to determine areas requiring attention and improvement.
- Carry out maintenance of the vending machines regularly according to the instructions of the manufacturers of the vending machines
- Food contact parts, water filters and other parts in the vending machines which require regular replacement should be properly replaced according to the instructions of the manufacturers, and handled in a sanitary manner during the replacement process.



- Keep hands clean at all times. Wash hands with liquid soap and water, and rub for at least 20 seconds.
- All Cleaning operations must never be performed while the machine is in motion or when connected to an electrical current. Such operations must only be performed when the machine is idle and unplugged from the mains.

Partial Disassembly of the Oven in the Pizza Vending Machine for Cleaning

Performing a partial disassembly of the oven in the pizza vending machine allows you to clean any accumulated particulate matter from the side walls and other hard-to-reach areas. To ensure proper cleaning, use the included hex key and follow the steps below:

Tools Required:

- Hex Key (provided with the machine)
- Screwdriver (optional, for removing any additional screws if needed)

Step-by-Step Instructions:

1. Open the Front Oven Door

- Open the oven door on the front of the machine to begin the disassembly process.

2. Remove the Bolts on the Front Side

- Using the hex key, locate and remove the two hex bolts on each side of the oven (totaling 4 bolts). These bolts secure the side walls of the oven to the frame.
- Note: Keep these bolts in a safe place for reassembly later.

3. Access the Rear of the Oven

- Remove the Rear Access Panel: If the rear of the oven is not already accessible, locate and remove the rear access panel to gain access to the back of the oven.
- Ensure Rear Oven Door is Up: Lift the rear oven door to the up position to avoid obstruction during disassembly.

4. Remove the Hex Bolts on the Rear Sides

- Use the hex key to remove the two hex bolts on each side of the oven (total of 4 bolts). These secure the side walls to the back of the oven.
- Note: Keep these bolts aside with the others for reassembly.



5. Pull the Side Walls Towards You

- Once all the bolts are removed, gently pull both side walls of the oven toward yourself.
- These side walls should come free easily, but be careful not to damage any wiring or connections.

6. Set the Side Walls Aside

- Once detached, carefully set the side walls of the oven to the side in a safe area where they won't be damaged.

7. Clean the Oven Crevices

- With the side walls removed, you now have access to the interior crevices of the oven where dust and particulate matter can accumulate.
- Follow the cleaning directions for the oven (as provided by the manufacturer) to ensure you clean thoroughly and safely.
- Use a soft cloth, brush, or vacuum to remove any debris from the exposed areas.

8. Reassemble the Oven

- After cleaning, carefully position the side walls back into place.
- Reinsert and tighten the hex bolts you previously removed on both sides (front and rear) to secure the side walls back to the oven frame.
- Ensure all bolts are tightened properly to prevent any loose parts during operation.

9. Close the Oven Doors

- Once the side walls are securely reattached, close the rear oven door (if applicable) and the front oven door to complete the reassembly process.

Important Notes:

- Always ensure the oven is powered off and completely cooled before beginning disassembly to avoid injury or electrical hazards.
- Keep track of all bolts and screws for easy reassembly.
- Perform this partial disassembly regularly to maintain cleanliness and optimal performance of the oven.
- Follow the manufacturer's cleaning guidelines to avoid damaging the oven components.



Regular preventive maintenance for prolonged lifetime of the machine

Regular preventive maintenance will help extend the lifespan of the machine and retain a high safety level for operators. It must always be performed by authorized personnel, who are fully familiar with the correct procedures relating to the machine. In particular, operations relating to the machine's electrics must only be performed by licensed electricians approved by High Sierra Vending.

All personnel assigned to the periodic replenishment of pizza boxes, maintenance and handling must be qualified and specialized. Furthermore, they must:

- have read this manual;
- know the general rules concerning the safety of the machinery;
- be provided with the relevant PPE such as gloves;
- be familiar with the relevant food safety regulations

High Sierra Vending cannot be held responsible for damage to persons and/or to the environment arising from failure to comply with these instructions.

During maintenance it is necessary to place signboards or other signage near the vending machine indicating that the machine must not be switched on.

If the work is being carried out by several people simultaneously, it is necessary to ensure that all parties involved can communicate with one another effectively. Do not perform more actions at the same time if any one of these actions requires the machine to be switched on.

Before initiating the maintenance, carefully remove any dirt. Avoid the use of compressed air, and instead use a soft, dry cloth and, if necessary, a non-flammable solvent.

Once the maintenance has been completed:

- Check that all connections have been restored;
- Protective casings have been put back;
- Screws have been fully re-fastened and doors have been closed.
- Check that no tools or other foreign objects have been left on top of or inside the machine.
- Clean and dry the floor, to avoid slipping near the machine.



Visual checks

The following visual checks must be carried out on a regular basis in order to help extend the lifespan of the machine for as long as possible:

- Checks on the caster wheels of the machine, to ensure they move in all directions, are in good condition, and provide even support to the machine
- Checks on the main doors of the machine, to ensure they open and close smoothly, and that there is no wear on the hinges.
- Checks on the electrical equipment and cable connections, to ensure they are in good condition.
- Checks on all the motors of the machine's moving parts (See chapter 3)





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