

Technical Report: Power Supply Replacement – South Exit Dispenser

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Purpose:

To document the troubleshooting steps and power supply replacement performed on the South Exit dispenser unit due to failure to power on.

Initial Observation:

Dispenser unit at South Exit was completely unresponsive, no lights, no sound. No motor or indicator response when powered.

Troubleshooting Steps:

1. Checked Power Source:

- Confirmed outlet had power using a multimeter and test device.

2. Verified Cables & Connectors:

- All connections from outlet to dispenser board were firmly connected. No fraying or visible damage.

3. Inspected Internal Fuse:

- Fuse inside power adapter was intact and conducting.

4. Tested Output Voltage of Power Supply:

- Power adapter output showed 0V — confirmed power supply failure.

5. Tried Known Working Power Supply:

- Dispenser powered on using test adapter.
- All internal boards and motors became active.
- Display and card sensor responded normally.

Resolution: Power Supply Replacement

- Replaced defective power supply with a verified working unit of the same voltage/amperage rating.
- Performed system boot and ran basic functions:
 - Card insertion and eject
 - Internal board LED status
 - Network connectivity

Post-Replacement Status:

Dispenser is fully operational. No error or fault detected during test transactions. System returned to service.

Photo Evidence:

