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GENERALLY

This issue describes the management of the Fuel Vending Machine peripherals and the management of the operating system (application) from the operator's side.

Important points for the operator of an Automatic Fuel Vending Machine (OPT) to know:



Internal view**Vending Machine Models**

Automatic Fuel Vending Machines are divided into the following models:

- OPT – 100 Supports cash payment
- OPT – 110 Supports cash or credit/debit payment card
- OPT – 120 Supports payment in cash and return of change in coins or notes
- OPT – 130 Supports payment in cash or credit/debit card and payment of balances in coins or notes

In this issue, the features of all models are presented

System Keys

Two (2) sets of keys for each lock are delivered with each system. The keys are color-coded (with a sticker), depending on the point they serve.

Here is the key color chart:

Color	Operation	Equipment
Black	External door unlocking	Basic
No color	Lower door unlocking	Basic
Red	Removing the cashbox	Basic
Blue	Hopper drawer unlock	Optional 
Yellow	Enable manual funnel management (master switch)	Optional 
Orange	Banknote drawer unlocking	Optional 

SYSTEM OPERATION

Check Before Delivery of OPT for Use

Before the operator delivers the system for use by the public for transactions, it should make the following necessary checks:

- Checking the paper for the receipt printer (if it has paper and if correctly wound on the spool)
- Checking the banknote reader (must not be present jammed banknote or hang from either exit to banknote box, either from the exit to the customer)
- Checking that the banknote reader head is correct placed
- Checking that the banknote box has been installed right and it's locked
 -  Checking if the hopper drawer is fitted and locked of coins
 -  Checking if the dispenser drawer is installed and locked banknotes

Power supply

- Turn the protective cover of the lock.



- Insert the black key into the lock unlock by turning the key clockwise.



- Press the red switch to power up the OPT.



- Wait until the operating standby screen appears

There is the case, after the power supply, that the "**Log on to windows**" form appears on the screen to enter the security code (password), then type the code. The username field should display the information provided to you. **Attention!!!** Under no circumstances do we interrupt its operation,

unless we receive an order from a technician of the company.

Standby screen and basic functions of the application

The standby screen for operation of the Fuel Vending Machine which will appear after power supply is as follows:



The application gives the customer the following possibilities

- To initiate a new fuel supply transaction with payment to cash
- To start a new fuel supply transaction with payment by card
- To initiate a new fuel supply transaction with payment to cash and using the loyalty card
- To start a new fuel supply transaction with payment by card and using the loyalty card
- Receive his change or proof of amount due (depending on the model)

When any of the above points are colored gray, this means that the operation is impossible due to a technical problem

When any of the above points do not appear, this means that this function is not activated at the specific Fuel Vending Machine.

Flow of functions

Vehicle Supply (in short form)

1. Supply option
2. Loyalty card insertion (if supported and selected by customer)
3. Enter registration number
4. Fuel selection
5. Pump selection (from the pumps that have the selected fuel)
6. Choice of amount
7. Inserting banknotes or credit card
8. Vehicle supply

Detailed instructions for operating flows are provided in a separate manual.

Receipt of receipt

At the end of the supply, the legal tax receipt is printed automatically and remains at the Auto Vendor pick-up point.

Receipt of balances or proof of amount due

Entering the registration number at the start of the transaction is the one that connects the customer with the type of transaction he will choose.

When the customer returns to the Fuel Vending Machine after successfully refueling, they will be asked to enter the registration number. The roll number is what will identify the customer to the transaction and instruct the application to render the correct change or proof of amount due (depending on the model of the Vending Machine).

Pending fuel supply

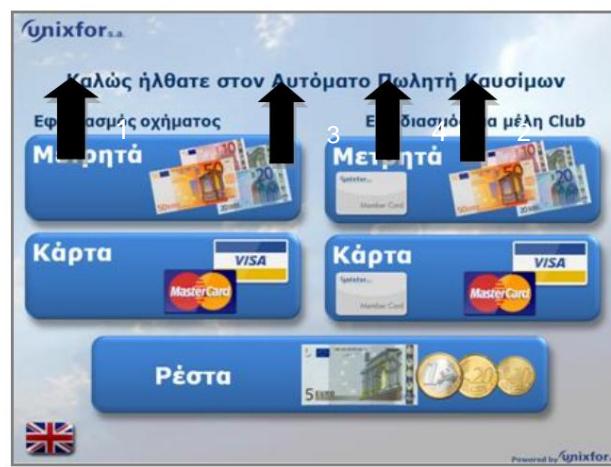
In cases of unsuccessful supply (no fuel has been received) the customer can return to the Fuel Vending Machine, enter the registration number he originally used and choose whether he wants to restart the supply process or receive a receipt of the amount due and receive the amount he entered from the cash desk of the gas station.

Management Menu

The OPT comes with a management menu with which the operator can perform a number of processes such as Cash, Supply, Auxiliary Functions etc.

To enter the management menu the operator must follow the following steps:

- Touch the special touch points of the screen in the exact order.



- Enter the user code



- Enter the password



- You can now select the work you want to perform. In detail the tasks below are described



Correct Stopping of the Vending Machine

Fuel

To interrupt the power supply of the OPT you should follow the following steps

- Activate the Administration Menu (as mentioned above)
- Select "Tools"
- Then select "System Shut Down"

OPT will close the running app and then turn off the Computer.

When the OPT screen turns off completely, you can open the OPT and press the main power switch to turn OPT off operation.

REGIONAL SYSTEMS

Banknote Reader & Banknote Box (cash box)

Generally

The fuel vending machine is equipped with a banknote reader and a removable box for collecting the bills inserted into it (cash box).

- The banknote reader

collection box • The collected banknotes (cash box)

- The banknote box lock of



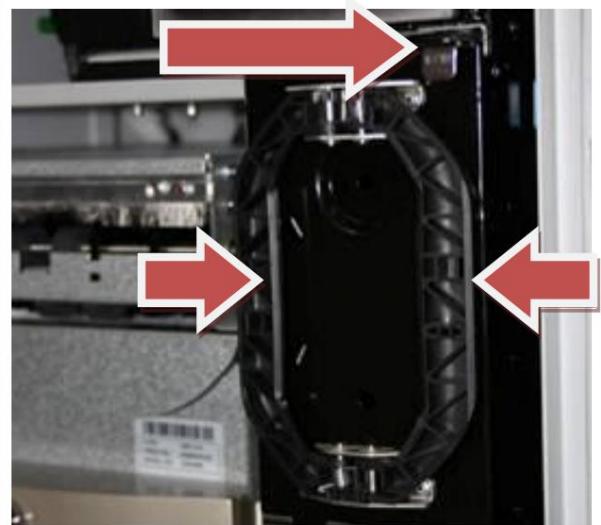
Remove the Coins Collected Box

To remove the box of collected notes you will follow the following procedure:

- Unlock box of collected notes with the key marked red by turning it clockwise

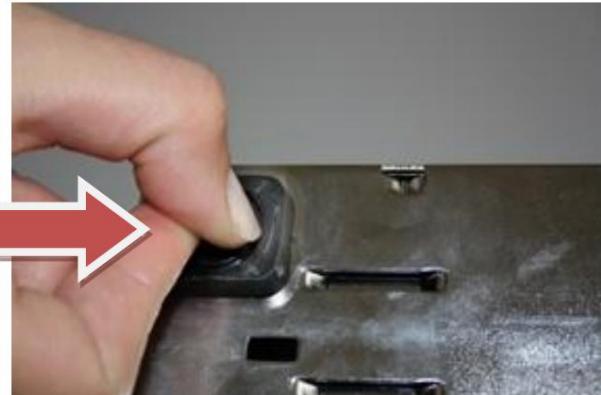


- Locate the takedown trigger and box handles



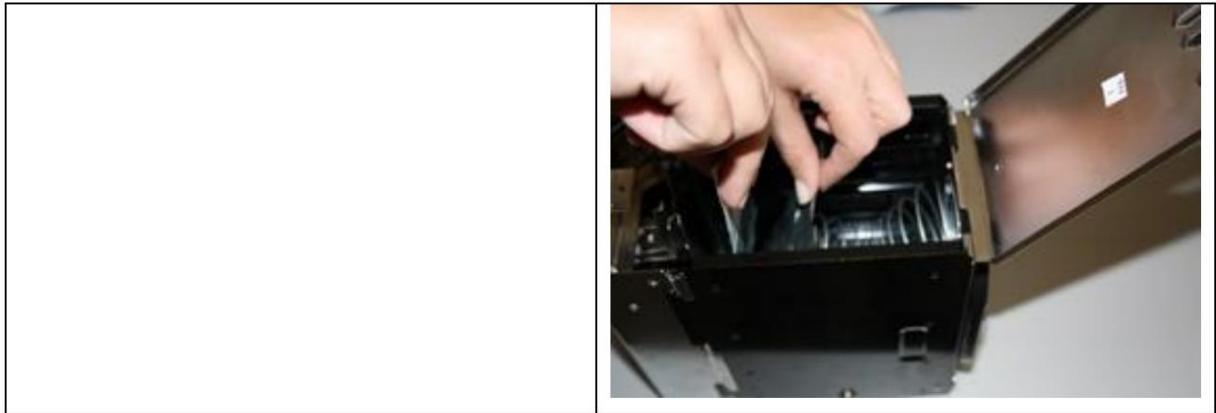
<ul style="list-style-type: none">• Hold the two handles together and push the trigger inside the OPT with your finger. • Pull the cash box towards you.	
<ul style="list-style-type: none">• To open the inside of the cash box, locate the safety of.	

- Turn the safety to the left to unlock the cash box.



- Withdraw the money





Repositioning of the Collected Notes Box

After the emptying and counting of the banknotes is done of the inbox it must be placed again (empty) to OPT to reactivate it.

To reinstall it, follow the steps below:

- Return the fuse to the original position.



<ul style="list-style-type: none">• Insert the box until the trigger locks and the box will not be removed unless the trigger is pulled.	
<ul style="list-style-type: none">• With the correct repositioning of the box, banknote reader performs position control operations (characteristic sound of movement will be heard)	

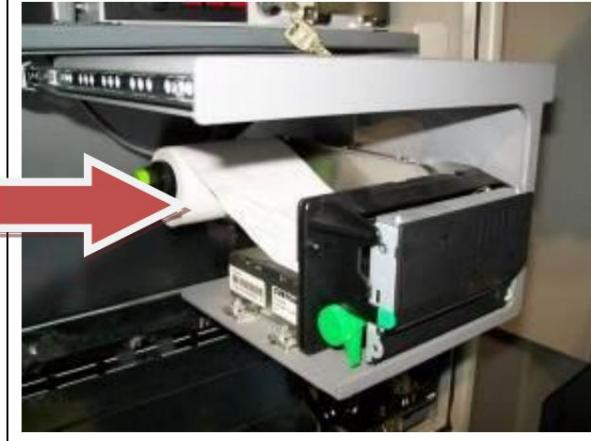
<ul style="list-style-type: none">• Lock the lock of the banknote box	
---	---

Receipt Printer

Generally

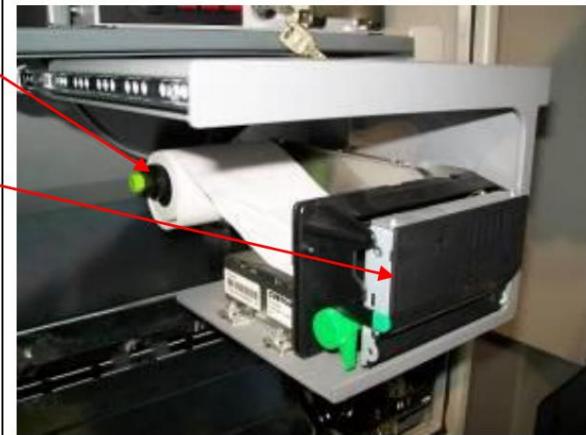
The OPT is equipped with a thermal receipt printer that prints legal tax receipts as well as other forms of proof.

- Receipt printer stocked with paper.

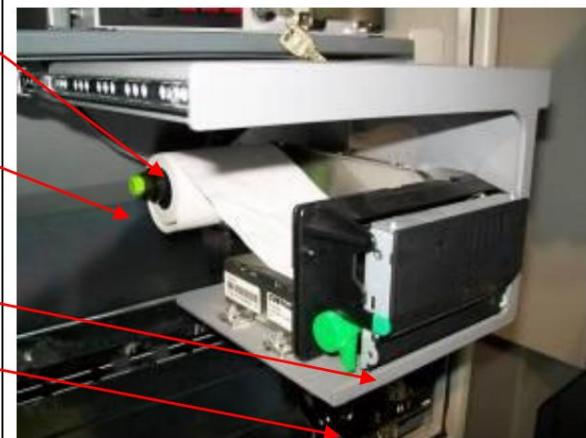


The main parts of the receipt printer

- Roll placement axis
- Printer head



- Roll safety ring
- Shaft adjustment lever
- Lamine
- Safety lever

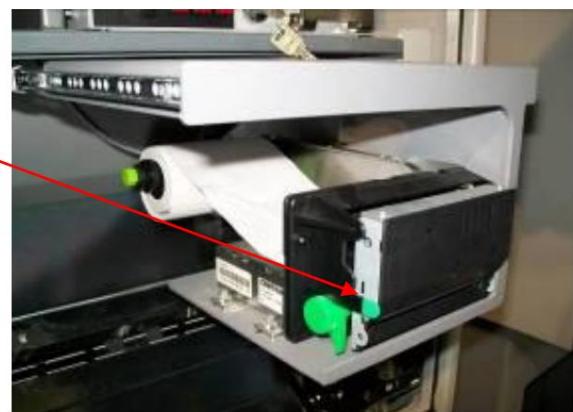


Remove Paper

- Slide the mechanism - on which the printer is located - out.



- Push the metal plate with the green edge to the left.



- Lift the printer output head.



- With the head up, push the green lever down

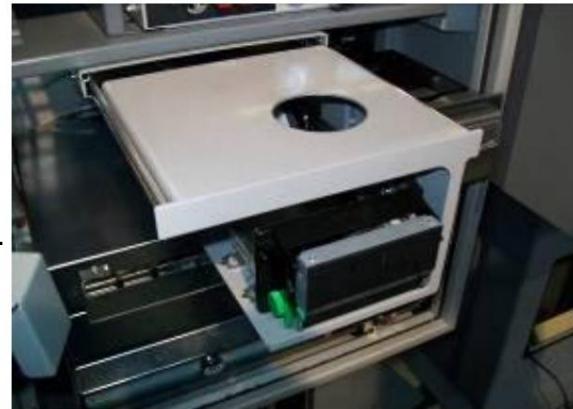


- The paper is now released and you can remove the roll.

- After removing the roll, re-secure the green lever as well as the head by placing the green plate in place.

Paper Feed

- Pull the sliding mechanism - on which the printer is located - out.
- Place a new roll of paper on the spindle.



- The paper roll should pass over the ring, pass it and touch the end of the path. When you have correctly placed the roll, if you try to remove it by pulling it parallel, rather than lifting it, you will find that it is impossible to remove it.

- Safety ring



- Then insert the edge of the paper into the slot.

The printer will pull the edge of the paper itself (as long as the **OPT** has power and the fuses are in place).



BALANCE MANAGEMENT



OPT has the ability to give change in coins worth €0.10 €0.20 and €1.00 (optional feature, depending on the model). Change is also given in 5 euro banknotes. In order to yield trades, where these are required, the OPT should be stocked with the appropriate number of pieces of each denomination. How to supply OPT is explained below

Coin Management

Inserting coins into the hoppers

If you wish to supply the coin hoppers perform the following steps:

<ul style="list-style-type: none">• Unlock the hopper drawer with the BLUE key.	
<ul style="list-style-type: none">• Pull the drawer out your.	

- Remove the hopper lid to insert coins of the corresponding value.

ATTENTION! Always be careful to put the coins in the hopper with the corresponding value.

The value of each funnel is also indicated on the outside



In general, the following applies:

Max number of coin input per hopper:

- ÿ 500 x €0.10 = 80 Euros
- ÿ 500 x €0.20 = 140 Euros
- ÿ 500 x €1.00 = 600 Euro

Update the admin menu

The physical loading must always be followed by the accounting update of the management menu. For the accounting loading of coins follow the procedure below

- Activate the Administration Menu •
- Select Cashier
- Select "Close Checkout"

A printout will follow with the day's totals

Return to the management menu by pressing "Back"

<ul style="list-style-type: none"> Select 'Supply'. At this point the entire coin status image up to the last executed transaction will be displayed on the screen. 	 <p>Κέρματα</p> <p>Χαρτονομίσματα</p> <p>Αναλύσιμα</p> <p>Διαχείριση Αυτόματου Πωλητή Εφοδιασμός</p> <p>Επιλέξτε την αξία που θέλετε να αλλάξετε</p> <table border="1"> <thead> <tr> <th></th> <th>Τμχ.</th> <th>Αξία</th> <th></th> <th>Τμχ.</th> <th>Αξία</th> <th></th> <th>Τμχ.</th> <th>Αξία</th> <th></th> </tr> </thead> <tbody> <tr> <td>Αρχικά:</td> <td>101</td> <td>10,10</td> <td></td> <td>95</td> <td>19,00</td> <td></td> <td>99</td> <td>49,50</td> <td></td> </tr> <tr> <td>Διαθέσιμα:</td> <td>101</td> <td>10,10</td> <td></td> <td>95</td> <td>19,10</td> <td></td> <td>99</td> <td>49,50</td> <td></td> </tr> <tr> <td>Συμπλήρωση:</td> <td>0</td> <td>0,00</td> <td></td> <td>0</td> <td>0,00</td> <td></td> <td>0</td> <td>0,00</td> <td></td> </tr> </tbody> </table> <p>Προηγούμενη Οθόνη Ακύρωση/Cancel X</p>		Τμχ.	Αξία		Τμχ.	Αξία		Τμχ.	Αξία		Αρχικά:	101	10,10		95	19,00		99	49,50		Διαθέσιμα:	101	10,10		95	19,10		99	49,50		Συμπλήρωση:	0	0,00		0	0,00		0	0,00	
	Τμχ.	Αξία		Τμχ.	Αξία		Τμχ.	Αξία																																	
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Διαθέσιμα:	101	10,10		95	19,10		99	49,50																																	
Συμπλήρωση:	0	0,00		0	0,00		0	0,00																																	
<ul style="list-style-type: none"> Select the value of the funnel you want to supply. At this point the management screen for that particular funnel will appear. <p>You can select another value from the left side of the screen.</p>	 <p>Κέρματα</p> <p>Διαχείριση Αυτόματου Πωλητή - Εφοδιασμός</p> <p>Διαχείριση χούνης αξίας 0,10€</p> <p>Φόρτωση κερμάτων</p> <table border="1"> <thead> <tr> <th></th> <th>Τμχ.</th> <th>Αξία</th> </tr> </thead> <tbody> <tr> <td>Αρχικό</td> <td>100</td> <td>10,00</td> </tr> <tr> <td>Διαθέσιμο</td> <td>90</td> <td>9,00</td> </tr> <tr> <td>Συνολικό</td> <td>10</td> <td>1,00</td> </tr> </tbody> </table> <p>Μηδενικός χωρίς διεθεσμοτηρίασης</p> <p>1 2 3 4 5 6 7 8 9 00 0 ,</p> <p>Προηγούμενη Οθόνη Ακύρωση/Cancel X</p>		Τμχ.	Αξία	Αρχικό	100	10,00	Διαθέσιμο	90	9,00	Συνολικό	10	1,00																												
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Αρχικό	100	10,00																																							
Διαθέσιμο	90	9,00																																							
Συνολικό	10	1,00																																							

The following options are given:

- Load coins** ýat this point you should enter the number of pieces (not the value) of the coins you want to fill in the hopper. Then press "Load Coins". The system will ask you to confirm your action. After confirmation, the values in the table will be updated according to the new data.
- Reset without emptying** ýwhich can be used in case we want to reset some or all variables by mistake by selecting the corresponding funnel - but without emptying it - and then use the "Load" button to restore the correct amount

Emptying the hoppers

- Unlock the hopper drawer by turning the orange key clockwise



- Pull the drawer out
your.



- Insert the yellow key into the buttonhole
turn it clockwise, ~~half~~ a turn. The
indicator light will light up.



- Place the special spout in the funnel you
want to empty
- Press and hold the button of the value of
the funnel you want to empty. Emptying
will start in a few seconds. Coins come
out in tens with a 1-2 second break
between each tens.
- Hopper emptying will begin



<p>immediately. Make sure you have a container under the spout to collect the coins.</p>	
<ul style="list-style-type: none"> When you are done emptying, return the yellow key to the correct position (the indicator light should be off) and lock the drawer with the blue key. 	

Attention! If you leave the switches in the wrong position, the fuel vending machine will remain out of order.

Stop emptying hoppers

<ul style="list-style-type: none"> The fuel vending machine is equipped with a safety switch when emptying the hoppers. This switch is located on the right inner side of the machine and at a height above the hoppers. 	
<ul style="list-style-type: none"> In case you want to stop emptying the hoppers, press the safety switch. The green indicator light will start flashing. When you are done, return the switch to the correct position (the light should remain off) <p>Attention! If you leave the switch in the wrong position, the fuel vending machine will remain out of service.</p>	

Banknote Management

The fuel vending machine is equipped with a banknote dispenser so that change can be made in a 5.00 euro banknote (optional feature, depending on the model). Inserting notes of a different value than the default cannot be done by the operator and requires intervention in both the software and the peripheral itself.

Inserting notes into the drawer

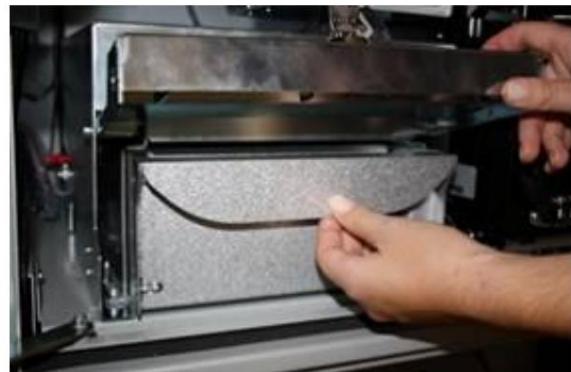
- The banknote dispenser is located next to the banknote reader.

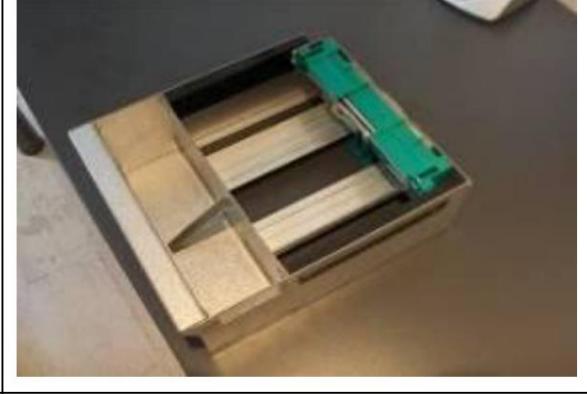


- Unlock the lock with the corresponding key by turning it clockwise



- Lift and hold the lid open. With the other hand, pull the bill dispenser towards you by holding it by the special handle.



<ul style="list-style-type: none">• Place bill holder on a flat surface.	
<ul style="list-style-type: none">• Pull the green plastic bill holder piece to the opposite side.	
<ul style="list-style-type: none">• Holding the green section with one hand, insert bills.the• Banknotes should be in normal condition. Banknotes with adhesive tape, excessive wear or adhesive from a packet (as they come from the bank) may cause a jam resulting in impossible banknote change.to	
<ul style="list-style-type: none">• Make sure that the banknotes are placed parallel and at the same height as the two surfaces of the dispenser (the metal and the green).	

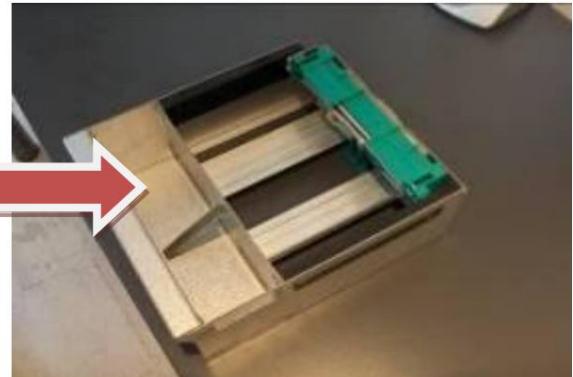
- Put the bill dispenser back in place and lock.



Rejected banknotes

Notes that could not be returned or notes that were used to test the correct operation of the system are in the place of rejected notes.

These banknotes do not have removed from the original load pieces because they remain for use.



Maximum number of pieces in the bill holder: 1000

To load banknotes follow the procedure below

- Activate the Administration Menu •
- Select Cashier
- Select "Close Checkout"

A printout will follow with the totals of the day

Return to the management menu by pressing "Back"

Update the admin menu

- Select 'Supply'. At this point the entire coin status image will appear on the screen.



Κέρματα Διαχείριση Αυτόματου Πωλητή Εφοδιασμός

Επιλέξτε την αξία που θέλετε να αλλάξετε

	Τμχ.	Αξία		Τμχ.	Αξία		Τμχ.	Αξία	
Χαρτονομίσματα									
Αναλώσιμα									
Αρχικά:	101	10.10	95	19.00	99	49.50			
Διαθέσιμα:	101	10.10	95	19.10	99	49.50			
Συμπλήρωση:	0	0.00	0	0.00	0	0.00			

◀ Προηγούμενη Οθόνη | Ακύρωση/Cancel | X

- Select the “Banknotes” tab



Χαρτονομίσματα Διαχείριση Αυτόματου Πωλητή - Εφοδιασμός

Επιλέξτε την αξία που θέλετε να αλλάξετε

	Τμχόχια	Αξία
Ηλίου		
Αναλώσιμα		
Αρχικά:	200	1000.00
Διαθέσιμα:	100	500.00
Συμπλήρωση:	100	500.00

◀ Προηγούμενη Οθόνη | Ακύρωση/Cancel | X

- Select the value of the banknote you want to supply. At this point the currency specific management screen will appear



Χαρτονομίσματα Διαχείριση Αυτόματου Πωλητή - Εφοδιασμός
Διαχείριση χαρτονομίσματος €5

Φόρεωση υπεραναμομέσων

	Τμχ.	Αξία
Αρχικά	100	10.00
Διαθέσιμα	90	9.00
Συμπλήρωση	10	1.00

Μηδενικός

1 2 3
4 5 6
7 8 9
00 0 ,

◀ Προηγούμενη Οθόνη | Ακύρωση/Cancel | X

The following options are given:

- Load** ýat this point you should type the number of pieces (not the value) of the banknotes you want to fill in the testator. Then press "Upload". The

system will ask you to confirm your action. After the confirmation, the values in the table will have been updated according to the new elements.

- **Zeroing** ý to zero the sets

MANAGEMENT MENU

Generally

The app that comes with the Fuel Vending Machine is equipped with a menu of functions that allow the operator to perform a number of auxiliary functions. Entry to this menu has already described on page 12. After successfully entering the operator, in screen the following options appear



Fund

The operator is given the following options

- **Open Fund** ѕ the movements that have been made since the closing of the previous fund until that moment will be printed. The open fund does not close a set of transactions. It will also be printed in a separate printout, a report with all the Circulation Numbers that have an amount due up to that time and the amount for each of them
- **Closing Cash** ѕ the movements that have been made since the closing of the previous cash till that moment will be printed. All transactions are characterized by a unique number (Fund Number) that characterizes all of these movements. Subsequent transactions cannot be included in the same Fund number. A report will also be printed with the Circulation Numbers that have an amount due, and the amount of each number. After closing the checkout, customers cannot request the amount due from the Vending Machine but only from the station employee
- **Reprint Dues** ѕ the operator should enter the Fund number for which he wants to reprint the amounts due. After entering a Fund number, a report will be printed with the Circulation Numbers that have an amount due, and the amount of the amount of each number, in transactions executed in the specific Fund.



Transactions

The operator is given the following options

- Detailed Transaction Statement Ѽ displays the transactions of the selected day with the possibility of printing
- Show Calendar Ѽ shows movement details for selected day
- Detailed Statement of Card Transactions Ѽ displays the transactions made using a credit/debit card based on Cashier number or Package number with the option to print
- Detailed Points Status Ѽ displays points run for selected date and by fuel type, printable



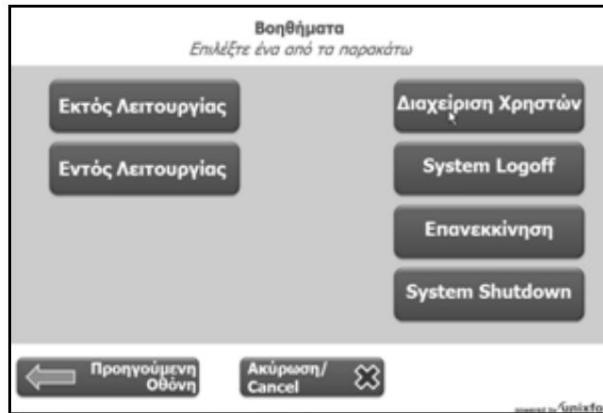
Supply

The capabilities of the Provisioning feature are detailed on page 31



Aids

The operator is given the following options



- **Out of Service** Ѽ the operator puts the system out of service for the public but in standby mode. An informational message will appear on the Vending Machine screen. System shutdown does not affect any other functionality (eg not closing checkout or package, not closing application)
- **In operation** Ѽ the operator puts the system back into operation
- **User Management** Ѽ where the operator can, depending on the rights he has, create a new user, delete a user or change his password
- **System Logoff** Ѽ close the application and wait on the Log screen in Windows
- **Restart** Ѽ close the application, restart Auto Seller and the application
- **System Shutdown** Ѽ the user can shut down the Vending Machine (close application, shut down PC)

TROUBLESHOOTING

(TROUBLESHOOTING)

Generally

When there is a problem in the system, it is detected by the operator as follows:

- The "OFF" screen has been displayed.
- Some of the system features are disabled (grey) and are marked "temporarily down"
- Especially for models with the ability to perform subtractions, when presented problem the option changes from 'Change' to 'Receipt Due how much'

The following is a list of possible problems, as well as the dealing with them.

In the description of the solutions that you will read below, we consider that the system initially has the door closed as when in operation.

Problem 1: Receipt Printer

Diagnosis

The Fuel Vending Machine displays a general message on the screen "Temporarily out of order -1-".

Possible problems:

- I. The receipt printer is out of paper.
- II. There is a paper jam in the receipt printer.

Treatment I.

- There is no paper in the receipt printer

Follow the paper change procedure as described in the regional annex. Then put it back in system in operation.

Treatment II.

- There is a paper jam in the receipt printer

- | | |
|--|--|
| <ul style="list-style-type: none">• Cut the paper with scissors before it enters the head.• Remove the paper roll from the printer.• Open the printer as described in the paper change procedure and remove any debris from the print head of.• Reinstall the roller and feed the printer with the paper. | |
|--|--|

Problem 2: Banknote jam in the Banknote Reader

Diagnosis

“OFF” standby screen.

Standby screen with provisioning disabled

Standby screen with cash transactions disabled

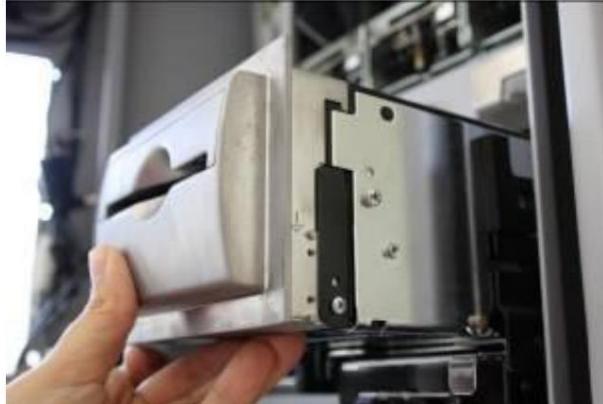
Description

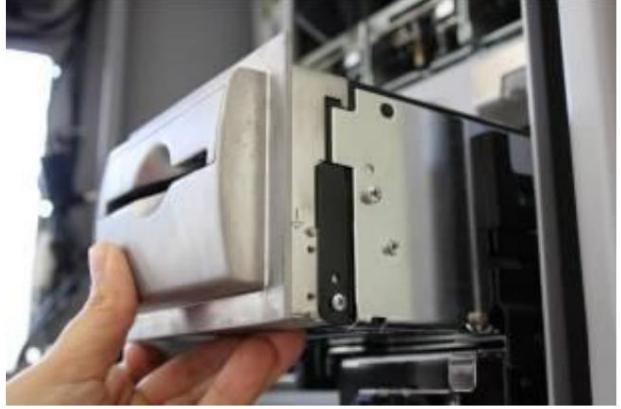
The note has remained in the note reader after trying to either insert it into the box of banknotes, or after an attempt to return it to customer. Especially for the second case, before it is returned banknote to the customer should be checked for correctness registration so you can be sure that the bill really does not has been counted and therefore must be returned.

Coping

- Unlock the central door of the OPT



<ul style="list-style-type: none">• Press up with your finger, the lever located at the bottom front side of the reader.	
<ul style="list-style-type: none">• Then pull the bill reader head towards you and remove it from the OPT	
<ul style="list-style-type: none">• Place the reader head on a flat surface.• With your finger, lift the 2 locks on the top side of the reader to open the 2 covers	 

<ul style="list-style-type: none"> • Release a banknote from its jamming point <p style="text-align: right;">the</p> <ul style="list-style-type: none"> • Put the caps back in their places, making sure they lock. <p style="text-align: right;">to</p>	
<ul style="list-style-type: none"> • Insert the head into place by sliding it until it clicks into place 	
<ul style="list-style-type: none"> • ATTENTION!!! After removing the banknote reader head, after reinserting it, the OPT must always be RESTARTED <p style="text-align: right;">her</p> <ul style="list-style-type: none"> • In case there is no trapped inside the reader banknote, remove the cashbox according to the instructions in the peripherals appendix, and check that there is no trapped banknote in the box entrance. 	

Problem 3: Jamming of Banknote in the Holder

Banknotes



Diagnosis

Standby screen with the option of subtractions disabled

Description

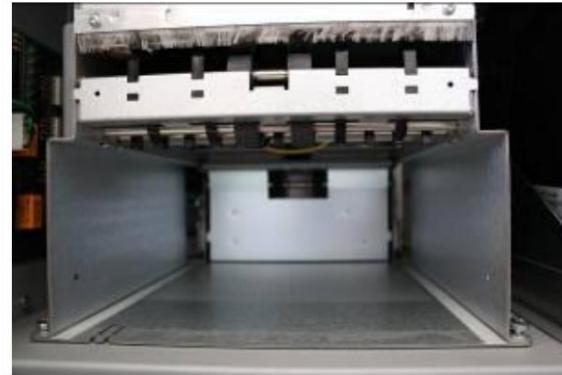
There is an encased 5 euro banknote in the owner's possession of banknotes that does not allow the rendering of allowances. Engagement can be due to the following:

- Poor banknote quality (very crumpled or very worn out)
- Introduction to collared pack note dispenser of banknotes, where the glue keeps the banknotes stuck and the peripheral cannot tell them apart

Coping

- Remove the drawer of the bill dispenser like described in the peripherals appendix

- If there is a jammed banknote you will find it at the end of the banknote drawer



- Remove the notes from the cassette and reinsert (as listed in the loading procedure on page 28)
- Put the cassette back in its place and lock it mechanism

Problem 4: Screen misconfiguration

Diagnosis

The screen image has been shifted from the correct position

Coping

- Unlock the central door of the OPT



- On the inside of the door you will find the back of the screen



- To adjust the position of the screen press the "Auto" button

After a few seconds the image will return to the correct position.



Problem 5: Not giving change in coins or banknotes



Diagnosis

The Fuel Vending Machine does not give change in coins or notes

Description

When on models that support coin or paper tipping, instead of money tipping, a receipt of the amount due is printed or a partial tipping is done, this is due to the following reasons:

- I. The coins or notes have run out
- II. Coins or notes are not finished of course but accounting
- III. Coins or notes are finished of course but not accounting
- IV. Coins or notes are jammed inside the peripherals

Treatment I.

Since the coins or notes have run out, the corresponding account balance will be at a minimum. Through the management menu, you should proceed to supply the Automatic Fuel Vending Machine with sufficient balances so that it is again possible to issue balances

Treatment II.

The files should be checked by a support technician and possibly visited

Treatment III.

The files should be checked by a support technician and possibly visited

Treatment IV.

In the case of a trapped coin, follow the procedure of manually emptying the hoppers and refilling them. If the problem is not solved, a support technician should be visited.

For the case of an enclosed banknote, follow the procedure as described in the previous paragraphs. If the problem is not solved, a support technician should be visited.

Problem 6: Power Outage

Diagnosis

The Fuel Vending Machine has no power.

Description

There is a general power outage and the station's UPS is also not working.

Coping

In the event of a general power outage, the UPS equipped with the Fuel Vending Machine will take care of the smooth completion of the current transaction and then proceed to close the application and place the system on standby for power supply.

When power is restored, the system will automatically restart.

No operator intervention is required throughout this process.