



Instruction Manual

ReadyServe[®] One and Base ReadyServe[®] One Cashless

Model No. 2784 Series Unit and 2776 Series Base



Model 2784-00-010



Model 2784-00-070



GOLD MEDAL[®] PRODUCTS CO.

10700 Medallion Drive, Cincinnati, Ohio 45241-4807 USA



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SAFETY PRECAUTIONS

	⚠ DANGER
	<p>Machine must be properly grounded to prevent electrical shock to personnel. Failure to do so could result in serious injury, or death. Make sure all machine switches are in the OFF position before plugging the equipment into the receptacle. Keep cord and plug off the ground and away from moisture. Always unplug the equipment before cleaning or servicing. DO NOT immerse any part of this equipment in water. DO NOT use a water jet or excessive water when cleaning.</p> <p>008_012221</p>

	⚠ DANGER
	<p>Improper installation, adjustment, alteration, service, or maintenance can cause property damage, injury, or death. Any alterations to this equipment will void the warranty and may cause a dangerous condition. This appliance is not intended to be operated by means of an external timer or separate remote-control system. NEVER make alterations to this equipment. Read the Installation, Operating, and Maintenance Instructions thoroughly before installing, servicing, or operating this equipment.</p> <p>014_020416</p>

	⚠ WARNING
	<p>To avoid burns, DO NOT touch heated surfaces. DO NOT place or leave objects in contact with heated surfaces.</p> <p>009_092414</p>

	⚠ WARNING
	<p>ALWAYS wear safety glasses when servicing this equipment.</p> <p>010_010914</p>

	⚠ WARNING
	<p>No user serviceable parts inside. Refer servicing to qualified service personnel.</p> <p>011_051514</p>

	⚠ WARNING
	<p>Read and understand operator's manual and all other safety instructions before using this equipment. To order copies of the operator's manual go to gmpopcorn.com or write to Gold Medal Products Co., 10700 Medallion Drive, Cincinnati, OH 45241 USA 1-(800)-543-0862</p> <p>022_060215</p>



	 WARNING	
	Only personnel trained and experienced in the equipment operation may operate this equipment. 012V_012221	

	 WARNING	
	This machine is NOT to be operated by minors. 007_010914	

	 CAUTION	
	If the supply cord is damaged, it must be replaced by Gold Medal Products Co., its service agent or similarly qualified persons in order to avoid a hazard. 039_080614	

Note: Improvements are always being made to Gold Medal's equipment. This information may not be the latest available for your purposes. It is critical that you call Gold Medal's Technical Service Department at 1-800-543-0862 for any questions about your machine operations, replacement parts, or any service questions. (Gold Medal Products Co. does not assume any liability for injury due to careless handling and/or reckless operation of this equipment.) General images may be used in manual for reference only.

INSTALLATION INSTRUCTIONS

Inspection of Shipment

After unpacking, check thoroughly for any damage which may have occurred in transit. Claims should be filed immediately with the transportation company. The warranty does not cover damage that occurs in transit, or damage caused by abuse, or consequential damage due to the operation of this machine, since it is beyond our control (reference warranty in back of manual).

Manual

Read and understand the operator's manual and all other safety instructions before using this equipment. To order copies of the operator's manual go to gmpopcorn.com or write to Gold Medal Products Co., 10700 Medallion Drive, Cincinnati, OH 45241 USA 1-(800)-543-0862.

Model Description

ReadyServe One is a popcorn dispenser, reference model descriptions below.

- 2784-00-000: ReadyServe One**, Front Counter (doors opposite of customer side), countertop unit on 4" (10.2 cm) legs, base not included.
- 2784-00-010: ReadyServe One**, Back Counter (doors on customer side), countertop unit on 4" (10.2 cm) legs, base not included.
- 2784-00-070: ReadyServe One Cashless**, with a Nayax payment system; Front Counter (doors opposite of customer side), unit mounted on a base.
- 2784-00-080: ReadyServe One Cashless**, with a Nayax payment system; Back Counter (doors on customer side), unit mounted on a base.
- 2776-00-010: Dispenser Base** option for a ReadyServe One unit (fits front counter or back counter units); has casters and 28 qt. wastebasket for dispense debris.

Items Included with Unit

ReadyServe One Unit includes: Instruction Manual and Registration Warranty Card		 Aluminum Scoop (PN 2071)	 Cup Holder Gaskets
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Dispenser Base (if applicable) includes: 4 Bolts (PN [20051](#)) and 4 Washers (PN [89780](#)) to attach the ReadyServe One unit.

Cup Option (not included with unit):

Unit is setup at the factory for the default ReadyServe One 44 oz. cup, PN 2133RB (cups sold separately, style may vary).





Initial Setup

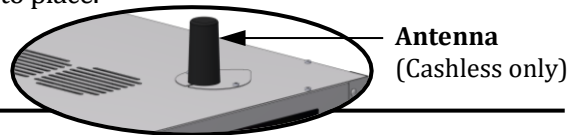
General images shown for reference only.

1. Remove all packaging and tape prior to operation.
2. Place unit on a sturdy, level surface for use.

ReadyServe One: Unit is equipped with (4) 4" (10.2 cm) leg levelers (rotate foot on leg to level cabinet as needed). Reference the Optional Mounting section to mount unit directly to a countertop or base.

ReadyServe One Cashless: Position unit in a location where it will receive a good cell signal and lock the front caster wheels into place.

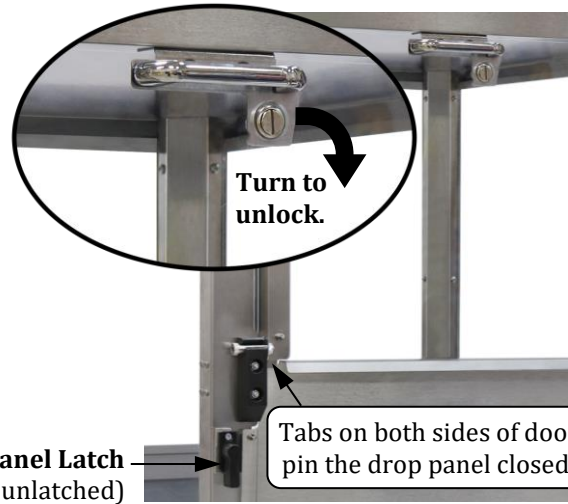
3. **ReadyServe One Cashless:** Allow clearance for antenna on top of unit.



4. The door and drop panel can be locked to help prevent product tampering, see below.

To Open Door and Drop Panel:

- a) Use a flat object—turn lock CW to unlock door.
- b) Fold door down to open drop panel—**make sure** both lanyard clips are in place to support the door (see image below).
- c) Unlatch both drop panel latches, then fold it down to open (slide panel off hinges to remove).
Back counter unit—panel lifts off only.



To relock:

- d) Close drop panel **first**—latch it on both sides.
- e) Close door—**make sure** the tabs on each side of the door pin the drop panel closed, see image.

To Remove Door and Drop Panel:

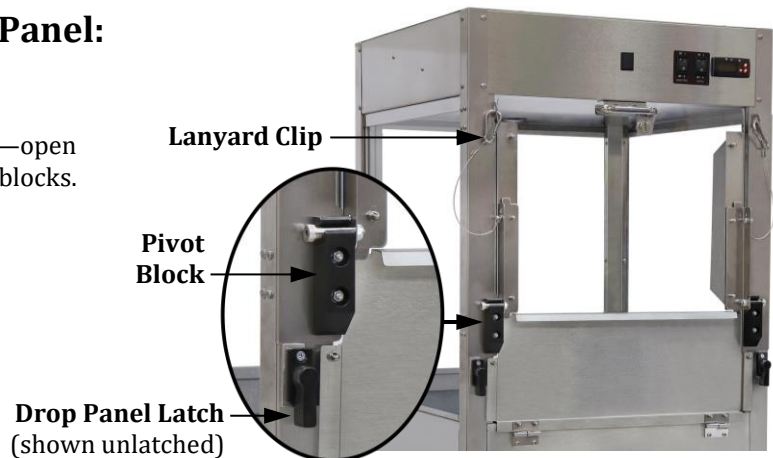
Remove door:

- a) Unclip both lanyards.
- b) **While gripping** the door handle —open the door and lift it from the pivot blocks.

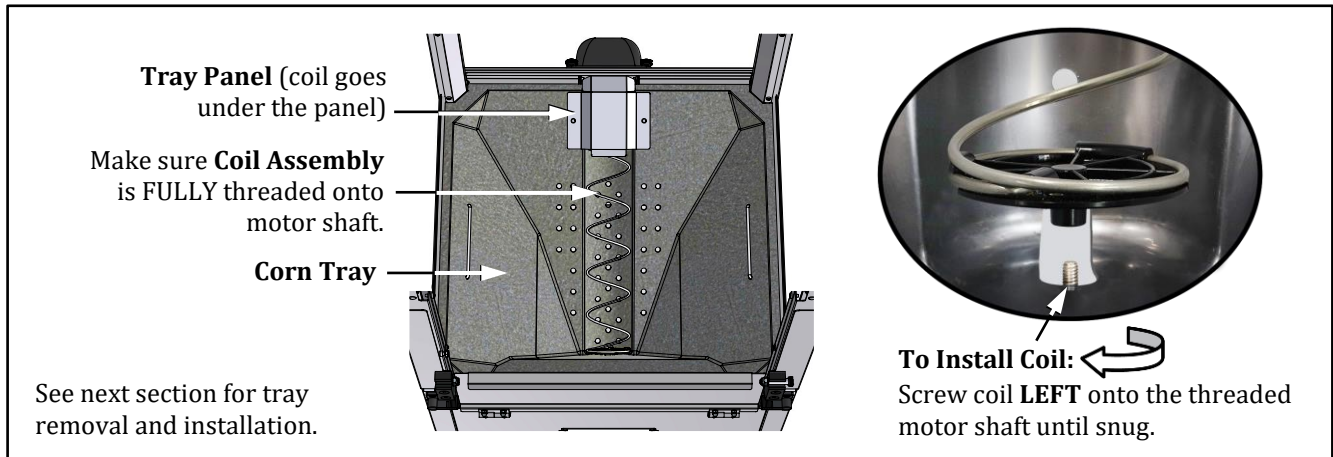
Remove drop panel:

- c) Open both drop panel latches (no hinges on back counter unit—lift panel off to remove).
- d) Fold the hinged panel down.
- e) Slide panel off hinges.

Reassemble in reverse order.

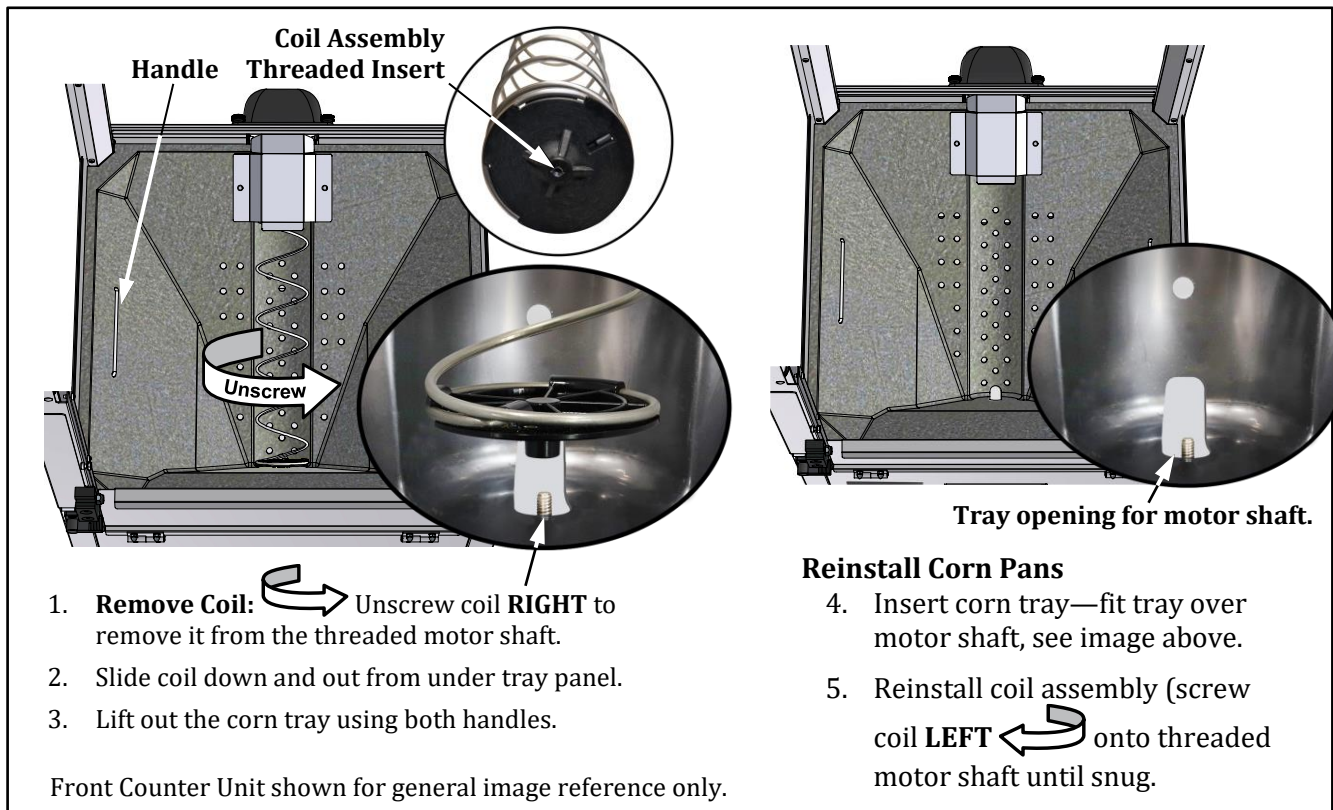


5. Make sure the Corn Tray and Coil Assembly are in position for use (see image below).



6. **ReadyServe One Cashless:** Route power cord through hole in base. Reference Electrical Requirements section to plug unit in.
7. **ReadyServe One Cashless:** The cashless device settings must be customized. When unit installation is complete, see Operating Instructions for information on the Controls and Cashless System.
8. After initial setup, the unit should be cleaned (see Care and Cleaning section), then add cups to the dispenser.

Coil and Corn Tray Removal (Installation)





Cup Installation

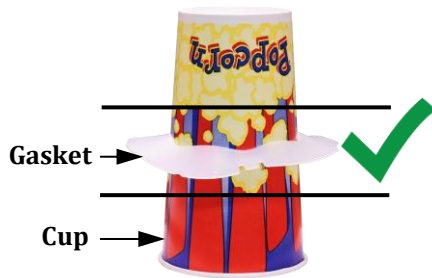
The cup dispenser has a gasket preinstalled to fit the default size serving cup (cups sold separately). General images shown for installation reference only; cup style may vary.

Load Cups for Use

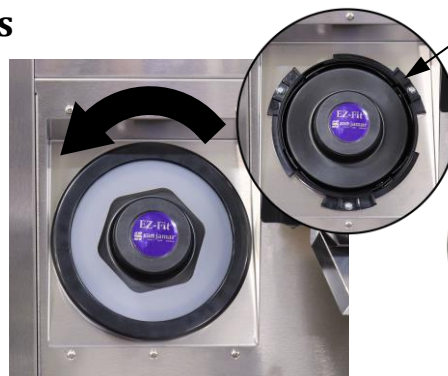
1. Select a stack of cups.
 2. Load cups through gasket as shown.
- Number of cups held, varies by cup selected.



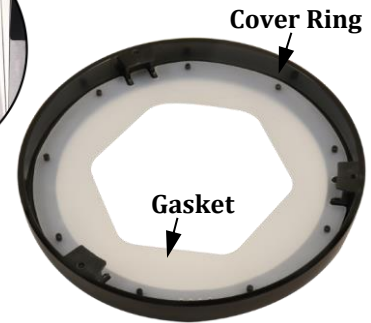
Change Gasket Size for Cups



1. Test gasket on cup—select a gasket that fits the cup in the range indicated ✓.



Cover Ring and Gasket removed.

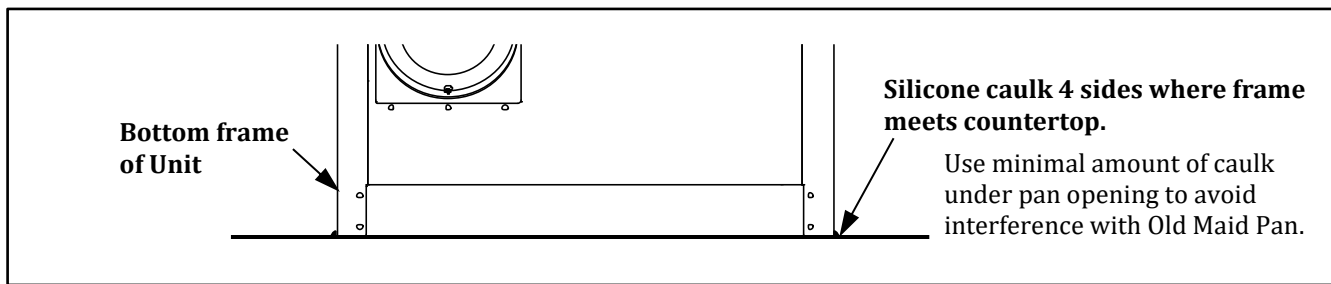


2. Remove cover ring from dispenser (turn counter-clockwise to remove).
3. Lift gasket from ring; then align new gasket with cover ring as shown.
4. Reinstall cover ring with gasket (turn clockwise to secure), then load cups for use.

Optional Mounting – Countertop or Base (for ReadyServe One unit with legs)

Mount Unit on Countertop:

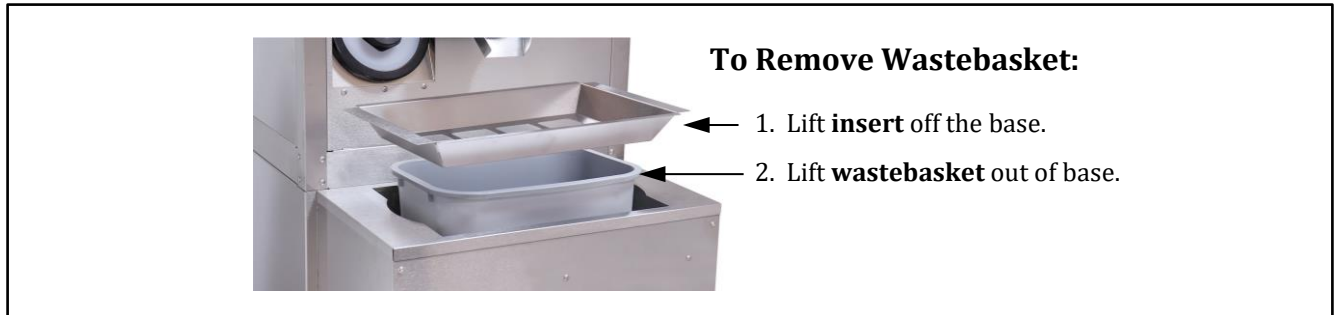
The legs may be removed to set unit flush with counter, if desired. Use the 4 leg holes and 3/8-16 bolts and washers to secure unit to the counter (fasteners not included). For NSF compliance, use silicone caulk to seal the 4 sides where the frame meets the countertop (see illustration below).



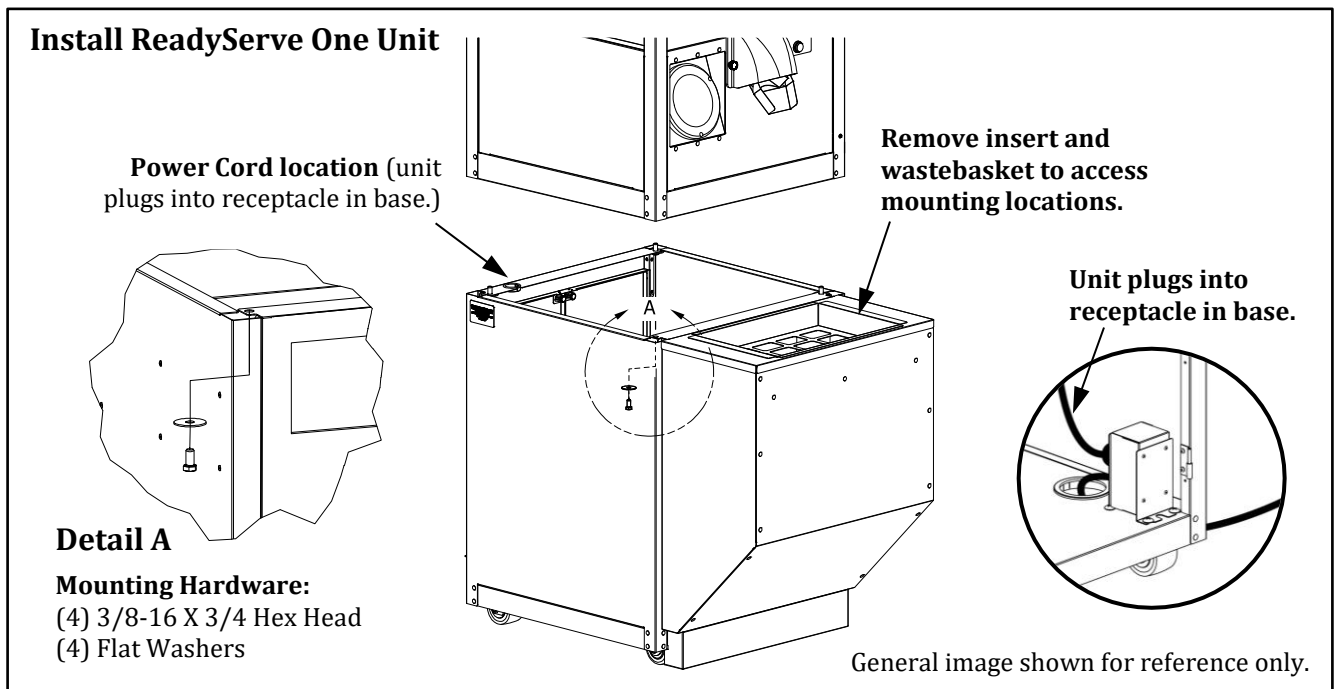


Mount Unit on a Dispenser Base

1. Position base on a level surface and lock the caster wheels into place.
2. Remove wastebasket from base (reference description below).



3. **Install ReadyServe One:** Remove (4) legs from unit (turn legs CCW to remove). Position unit on base so debris wastebasket is under dispenser—**before final alignment**, feed power cord into base through grommet provided, see illustration below.
4. Use leg holes to secure unit to base with hardware provided (see illustration below).
Insert a bolt and washer up through hole in base and into the leg hole of the unit until snug. Repeat for each corner, then tighten all 4 bolts to secure.
5. Plug the unit's power cord into the receptacle in base. Reference the Electrical Requirements section to plug in the power cord routed from the base.
6. Reinstall wastebasket and insert before use.





Electrical Requirements

The following power supply must be provided (reference unit Data Plate for Wattage requirement):

120 V~, 60 Hz

	⚠ DANGER
	<p>Machine must be properly grounded to prevent electrical shock to personnel. Failure to do so could result in serious injury, or death. Make sure all machine switches are in the OFF position before plugging the equipment into the receptacle. Keep cord and plug off the ground and away from moisture. Always unplug the equipment before cleaning or servicing. DO NOT immerse any part of this equipment in water. DO NOT use a water jet or excessive water when cleaning.</p> <p>008_012221</p>

A certified electrician must furnish sufficient power for proper machine operation and install any supplied receptacle (reference unit Data Plate for model specific Volts AC, Hertz, and Wattage requirements). We recommend this equipment be on a dedicated and protected circuit. Failure to wire properly will void the warranty and may result in damage to the machine. It is Gold Medal Products Co.'s recommendation that this machine be plugged directly into a wall outlet. The use of extension cords is not recommended due to safety concerns, and may cause sacrificed and/or reduced performance. Make sure cord is located to prevent a trip hazard or unit upset.

Before You Plug In Machine

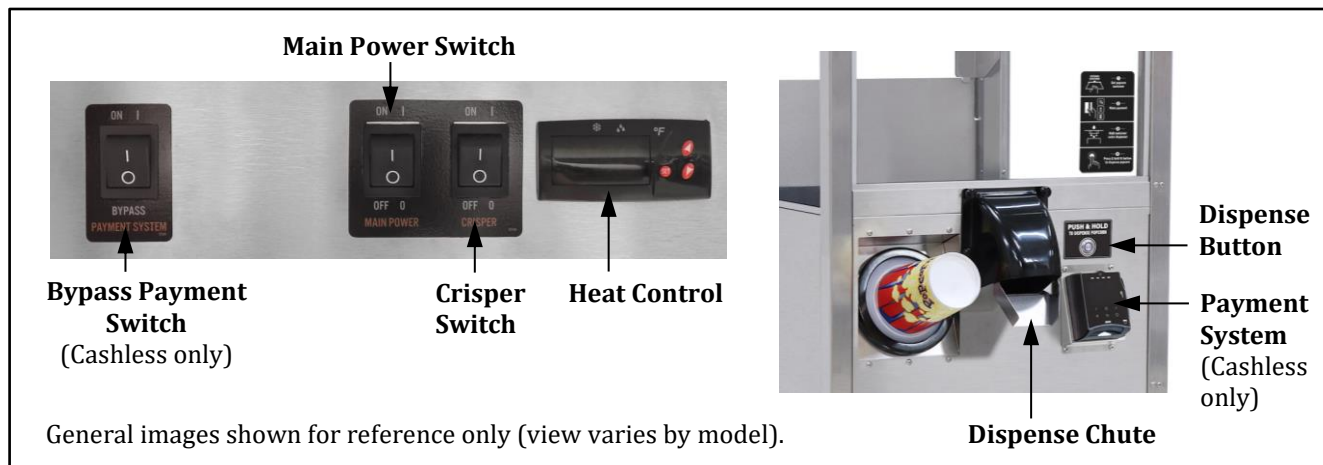
1. Make sure all machine switches are OFF before plugging equipment into receptacle.
2. Make sure wall outlet can accept the grounded plugs (where applicable) on the power supply cord.
3. The wall outlet must have the proper polarity. If in doubt, have a competent electrician inspect the outlet and correct if necessary.
4. **DO NOT** use a grounded to un-grounded receptacle adapter (where applicable).
5. Install unit in a level position.

	⚠ CAUTION
	<p>If the supply cord is damaged, it must be replaced by Gold Medal Products Co., its service agent or similarly qualified persons in order to avoid a hazard.</p> <p>039_080614</p>



OPERATING INSTRUCTIONS

Controls and Their Functions



MAIN POWER SWITCH: ON/OFF rocker switch - supplies power to the cabinet lighting and sign, to the other switches, and to the dispense button (and payment system on Cashless Unit only).

CRISPER SWITCH: ON/OFF rocker switch - supplies power to the blower and to the heat control for the popcorn crisper.

Note: If the heat control turns off the heat element (or is not working properly), the blower will still operate with the Crisper Switch ON.

DIGITAL HEAT CONTROL: Digital Heat Control adjusts the temperature of the heating element for the popcorn crisper and displays the interior cabinet temperature; factory preset to 110°F (43°C).

Heat indicator light will cycle OFF/ON during operation. To adjust (program) the set temperature, see Adjusting the Set Temperature section.

POPCORN DISPENSE BUTTON

ReadyServe One: Lighted Push Button Switch – powers the coil assembly for dispensing popcorn. Press and hold button to dispense popcorn; release button to stop dispensing popcorn.

ReadyServe One Cashless: Lighted push button switch is powered by the Payment System (except when the Bypass Switch is ON). Press and hold button to dispense popcorn during a transaction cycle; release button to stop dispensing popcorn.

BYPASS PAYMENT SWITCH (ReadyServe One Cashless only)

ON/OFF rocker switch—put switch in Bypass position to dispense product without using the payment system. Bypass mode is helpful for removing product from the machine at the end of the day and to prime a newly filled unit for use.

PAYMENT SYSTEM: Payment System is powered by the Main Power Switch—it takes a minute or two to boot up when powered on. The system requires a cell signal to operate (if the system fails to boot up, there may be an issue obtaining a cell signal, reference Troubleshooting section). See next section, Cashless Payment System for additional information.



Cashless Payment System (if equipped)

The Nayax Cashless Payment System incorporated in the Gold Medal cashless unit is managed by a third-party vendor. **You must be onboarded to their system and have a Nayax account set up to use the unit** (Serial No. of the Nayax Payment System must be assigned to your account).

Note: If you do not have an account set up, contact Gold Medal Tech Support for assistance.

To program or change device settings (within your Nayax account portal)—see the Device Settings section in the Nayax Quick Reference Guide at the end of this manual.

How the Payment System Works

1. Select an option on the touch screen.
2. **Present payment:** Insert/slide/tap card or place device with mobile payment app near touch screen (device requirements may vary).

Note: Step 1 and 2 can be interchanged.

3. After payment is processed, the Dispense Button light blinks.
4. Product transaction begins when user initially pushes the blinking button. Each transaction has a Dispense Time and a Cycle Time (see descriptions below).

Note: Timers are internal, not indicated on screen.

- **Dispense Time**—amount of time (min. setting is 5 sec.) the unit dispenses product **within the Cycle Time**. Press and release the blinking or lit button as needed, dispense time is accumulated.

To change the Dispense Time, see the Device Settings section in Quick Reference Guide at the end of this manual.

- **Cycle Time**—amount of time the user has to complete the transaction (1.5 times the set Dispense Time). Count down begins once blinking dispense button is **initially** pressed.
- Pressing the blinking button, turns the light solid and dispenses product—the Dispense Time counter accumulates.
- Releasing the button stops product dispense and pauses the Dispense Time counter—Cycle Time will continue to count down. The pushbutton light returns to a blinking state.

5. Transaction is complete when **accumulated Dispense Time** reaches the set limit, or **Cycle Time** counter reaches zero. The unit stops dispensing product and pushbutton light turns OFF.

2 Selections shown
(1–4 selections possible)



Device view may vary.

Dispense Button
(LED blinks to indicate activation)

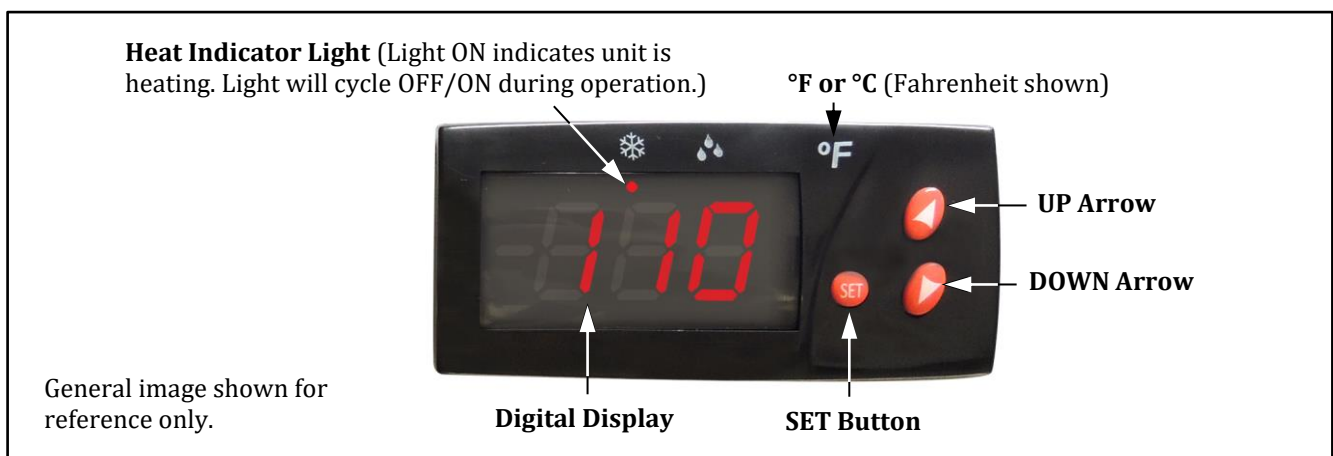


Operating Instructions

Adjusting the Set Temperature

The unit comes from the factory with the Digital Heat Control preset to 110°F (43°C); maximum setting is 120°F (49°C). Follow the steps below to adjust the preset temperature.

1. Press SET button—"SP" displays.
2. Press SET again—current set temperature displays.
3. Press UP/DOWN arrows to adjust temperature, then press SET to save.
4. To EXIT, press SET and DOWN arrow **at the same time** (returns to operating mode).



ReadyServe One Operating Instructions

See next page for **ReadyServe One Cashless** Instructions.

The ReadyServe One unit is easy to use and provides a convenient, sanitary way for customers to self-serve portions of popcorn.

1. Turn Main Power Switch ON.
2. Turn Crisper Switch ON.
Unit is factory preset to 110°F (43°C); adjust as needed to maintain desired popcorn temperature for serving (see Adjusting the Set Temperature section).
3. Load unit with popped popcorn (sift the popcorn in the popper prior to loading it in the unit).
4. Pull a cup from the cup dispenser and hold it under the dispense chute to receive popcorn; press Dispense Button for desired amount of corn.





ReadyServe One Cashless Operating Instructions

See previous page for **ReadyServe One** Instructions.

The ReadyServe One Cashless unit provides a convenient, sanitary way for customers to self-serve portions of popcorn. General images shown for reference, actual device view may vary.

Unit Startup

1. Turn the Main Power Switch ON.
2. Allow payment system to boot up (approx. 1 or 2 min.; check cell signal for boot up failure).
3. Load unit with popped popcorn (sift the popcorn in the popper prior to loading it in the unit).

Note: After filling an empty unit, prime coil assembly for use. Turn Bypass Payment Switch ON; press dispense button until corn starts to dispense, then **turn Bypass Switch OFF**.

4. Lock cabinet access doors as needed.



User Operation

1. Pull a cup from the cup dispenser.
2. Select an option on the touch screen.
3. Present payment (device requirements may vary):



Select an option



Note: Step 2 and 3 can be interchanged.

4. After payment is processed, the Dispense Button light blinks.
5. Hold cup under dispenser chute.
6. Press and hold the lit button to dispense product—cycle count down begins.
 - Popcorn dispenses for the pre-set amount of time.
 - Press and release the lighted button as needed (to start/stop dispensing)—the dispense timer pauses when button is released, but cycle countdown continues.
7. Transaction is complete when **accumulated Dispense Time** reaches the set limit, or **Cycle Time** counter reaches zero. The unit stops dispensing product and pushbutton light turns OFF.


Dispense Button
(LED blinks to indicate activation)





Care and Cleaning

	⚠ DANGER
	Machine must be properly grounded to prevent electrical shock to personnel. DO NOT immerse in water. DO NOT clean appliance with a water jet or steam cleaner. Always unplug the equipment before cleaning or servicing. 025_051321

	⚠ WARNING
	To avoid burns, DO NOT touch heated surfaces. DO NOT place or leave objects in contact with heated surfaces. 009_092414


Good sanitation practice demands that all food preparation equipment be cleaned regularly (only use non-toxic, food grade cleaners).

For surfaces needing further cleaning or degreasing, Watchdog Stainless Cleaner (Item No. 2088) or Watchdog Concession Equipment Degreaser (Item No. 2580) is available for use accordingly. For any cleaning products used, follow the manufacturer's instructions on the product. **DO NOT use oven cleaners or abrasive materials** as they will damage parts of machine.

Daily Cleaning Instructions for Unit and Base (if equipped)

1. Turn machine OFF, unplug unit and allow it to cool before attempting to clean.
2. Remove any remaining popcorn.
3. Clean all pans/accessories—items may be taken to the sink to clean with soap and water, then rinse and dry.

To Remove Corn Tray: (reference Coil and Corn Tray Removal section)

- A. Remove door and lower or remove drop panel.
 - B. Unscrew () the coil assembly from the threaded motor shaft, then slide the coil down and out from under the tray panel.
 - C. Lift the corn tray out of the unit.
4. Clean under corn pan to remove all popcorn bits and seeds with a vacuum as needed, then wipe the area with a clean dry cloth to remove any grease.
 5. **Units with a Base:**
 - Remove debris from wastebasket and wipe it out to clean (discard any popcorn from wastebasket). Reference image below to remove wastebasket.
 - As needed, use a vacuum to remove any debris from the base interior.



To Remove Wastebasket:

1. Lift **insert** off the base.
2. Lift **wastebasket** out of base.

6. Wipe clean the area above the corn pans and exterior surfaces using a clean, **SLIGHTLY** damp cloth (cloth may be **SLIGHTLY** dampened with soap and water, then wipe again with clean water to remove any remaining cleaner).
7. Clean glass panels with glass cleaner. Gold Medal Watchdog Glass Cleaner (Item No. 2588) is recommended.
Ammonia cleaners will damage plastic doors/panels. Only use non-ammonia cleaners, such as Gold Medal Watchdog Glass Cleaner (Item No. 2588).
8. Reinstall the clean dry pans/accessories, and any parts removed for cleaning.

Clean the Crisper Compartment (Qualified Service Personnel Only)

The blower compartment **MUST** be inspected/cleaned every 3-4 months by Qualified Service Personnel to maintain proper operation.

1. Turn machine **OFF**, unplug unit and allow it to cool before attempting to clean.
2. Remove the coil assembly and lift off the corn pan to view the blower assembly.
3. Remove the blower cover and if required, carefully clean the blower compartment, and underneath the element with a vacuum only.
4. After cleaning, reassemble blower cover, corn pan, and coil assembly.

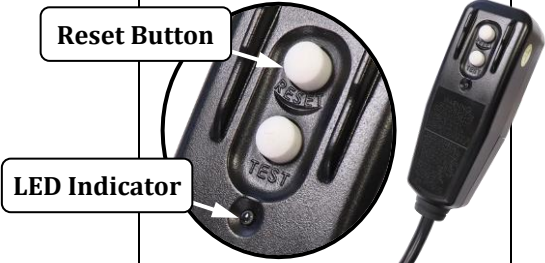


Troubleshooting

General Unit Issues - see the Troubleshooting table below.

Nayax Cashless Device/Setting Issues – see the Troubleshooting section in the Nayax Quick Reference Guide at the end of this manual.







Issue	Possible Cause	Solution
<p>No Power to the Unit</p>	<p>A. No Power to the Unit</p> <p>B. ReadyServe One Cashless GFCI tripped</p> 	<p>A. Make sure the Main Power Switch is ON.</p> <p>Make sure the unit power cord is securely plugged into the wall outlet.</p> <p>ReadyServe One with a base—make sure the unit power cord is securely plugged into the base receptacle and the base power cord is securely plugged into the wall outlet.</p> <p>B. ReadyServe One Cashless Unit is equipped with a GFCI plug. When plugged into a proper wall outlet for the machine (reference Electrical requirements section), make sure the plug LED indicator is ON, see image. If needed, reset the GFCI. If it trips again, contact qualified service personnel to inspect the machine and the power provided to unit.</p>
<p>No Popcorn Dispensed</p>	<p>A. Popcorn Dispense Button/Motor</p> <p>B. Coil Assembly not installed correctly</p> <p>C. Dispense Chute</p>	<p>A. Make sure the Main Power Switch is ON to supply power to the Dispense Button.</p> <p>Check if the Dispense Button LED is ON. If the LED is ON, but popcorn does not dispense when the button is pushed, the button or the motor may be faulty, contact qualified service personnel for inspection/repair.</p> <p>B. Reference Initial Setup section for instructions to properly install coil assembly on motor shaft.</p> <p>C. Make sure the dispense chute opens freely to allow coil assembly to dispense popcorn.</p>





—THE FOLLOWING SECTIONS ARE FOR QUALIFIED SERVICE PERSONNEL ONLY—

MAINTENANCE INSTRUCTIONS

	 DANGER
	<p>Machine must be properly grounded to prevent electrical shock to personnel. Failure to do so could result in serious injury, or death. Make sure all machine switches are in the OFF position before plugging the equipment into the receptacle. Keep cord and plug off the ground and away from moisture. Always unplug the equipment before cleaning or servicing. DO NOT immerse any part of this equipment in water. DO NOT use a water jet or excessive water when cleaning.</p> <p>008_012221</p>

	 DANGER
	<p>Improper installation, adjustment, alteration, service, or maintenance can cause property damage, injury, or death. Any alterations to this equipment will void the warranty and may cause a dangerous condition. This appliance is not intended to be operated by means of an external timer or separate remote-control system. NEVER make alterations to this equipment. Read the Installation, Operating, and Maintenance Instructions thoroughly before installing, servicing, or operating this equipment.</p> <p>014_020416</p>

	 WARNING
	<p>No user serviceable parts inside. Refer servicing to qualified service personnel.</p> <p>011_051514</p>

	 CAUTION
	<p>THE FOLLOWING SECTIONS OF THIS MANUAL ARE INTENDED ONLY FOR QUALIFIED SERVICE PERSONNEL WHO ARE FAMILIAR WITH ELECTRICAL EQUIPMENT. THESE ARE NOT INTENDED FOR THE OPERATOR.</p> <p>027_010914</p>



ORDERING SPARE PARTS

1. Identify the needed part by checking it against the photos, illustrations, and/or parts list. (General images may be used in manual for reference only.)
2. Use only approved replacement parts when servicing this unit.
3. When ordering, please include part number, part name, and quantity needed.
4. Please include your model number, serial number, and date of manufacture (located on the machine nameplate/data plate) with your order.
5. Address all parts orders to Parts Department, Gold Medal Products Co., 10700 Medallion Drive, Cincinnati, Ohio 45241-4807

or place orders by phone or online:

Phone: (800) 543-0862
(513) 769-7676

Fax: (800) 542-1496
(513) 769-8500

E-mail: info@gmpopcorn.com
Web Page: gmpopcorn.com



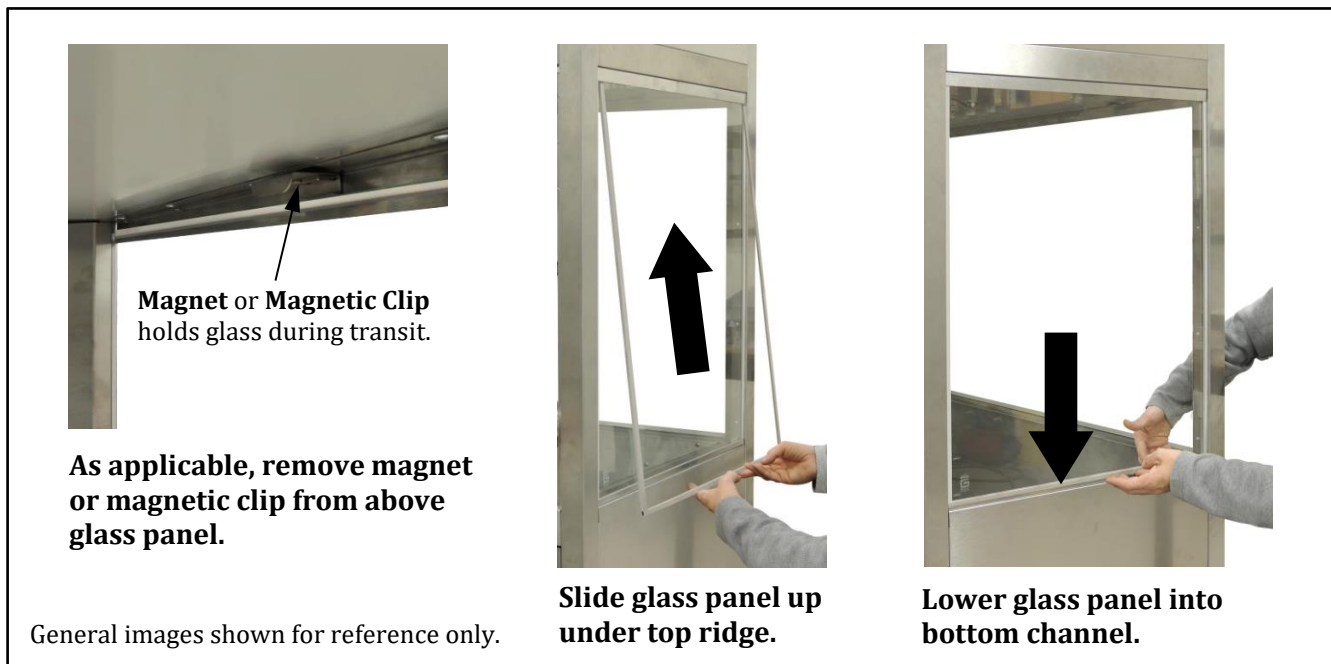
Replacing Broken Glass

Broken glass panels can be easily replaced. Gold Medal Products Co. does not ship glass. It can be obtained from a local glass shop and always purchase tempered glass.

GLASS DIMENSIONS (Height x Width x Thickness)

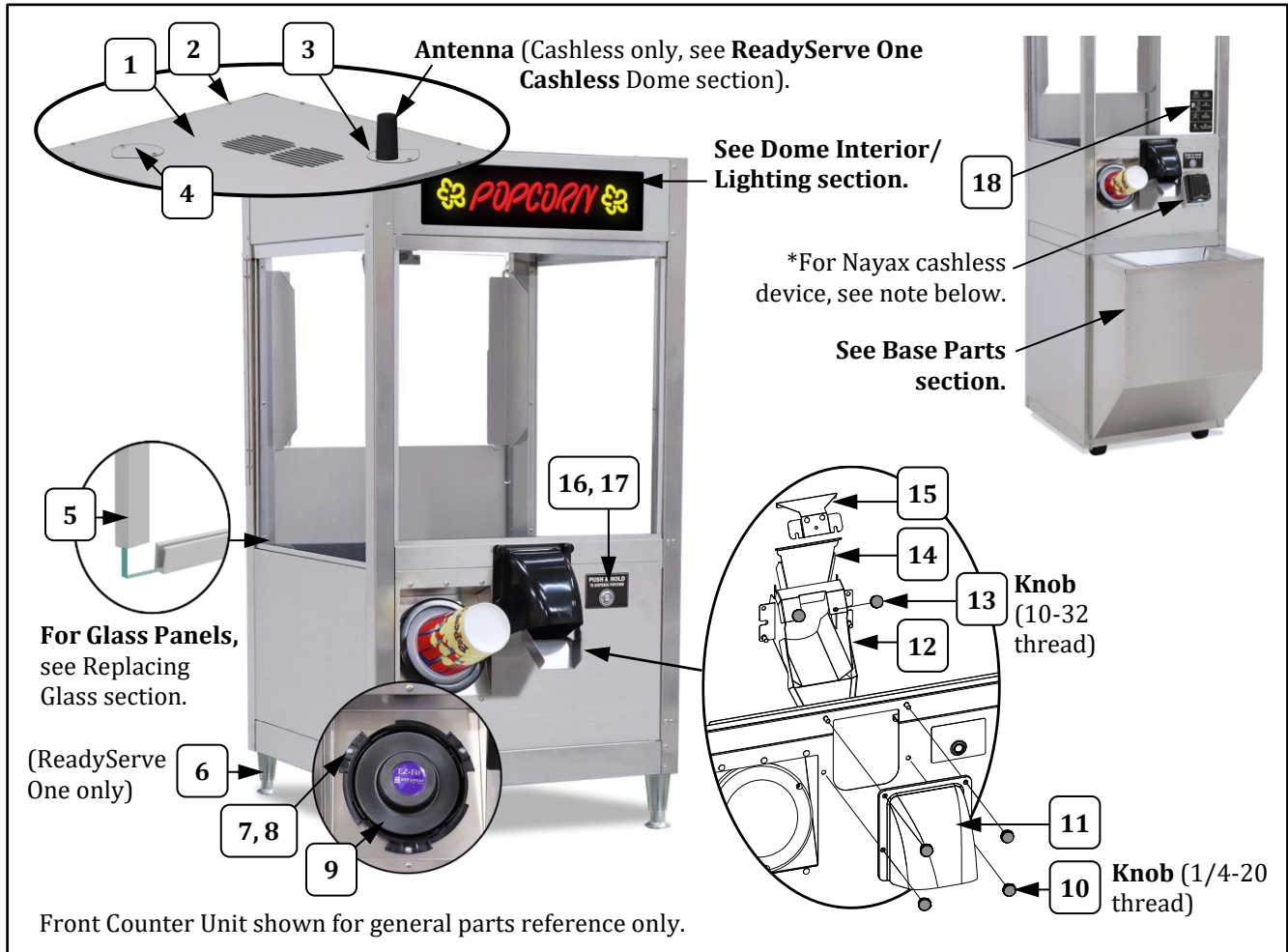
Front Glass (Front Counter only)	20.125" x 20.75" x 1/8" (512 mm x 527 mm x 3.2 mm)
Side Glass (Back Counter uses 3 pieces)	20.625" x 20.75" x 1/8" (549.3 mm x 527 mm x 3.2 mm)

1. Turn machine OFF, unplug unit and allow it to cool before attempting to replace glass.
2. Remove all loose pieces of broken glass.
3. Pull out Magnet/Magnetic Clip located above glass panel in cabinet interior (see image below). The magnet/clip is used to hold glass in place during shipping.
4. Remove all rigid glass channels from around the glass being replaced; set channels aside for reuse.
5. Carefully remove the rest of the broken glass.
6. Apply decals (if desired) to new glass panel.
7. Slide rigid glass channels over the exposed sides and bottom of new glass panel.
8. Carefully slide glass panel up under top ridge, then lower into the bottom channel.





Cabinet Exterior – Front View



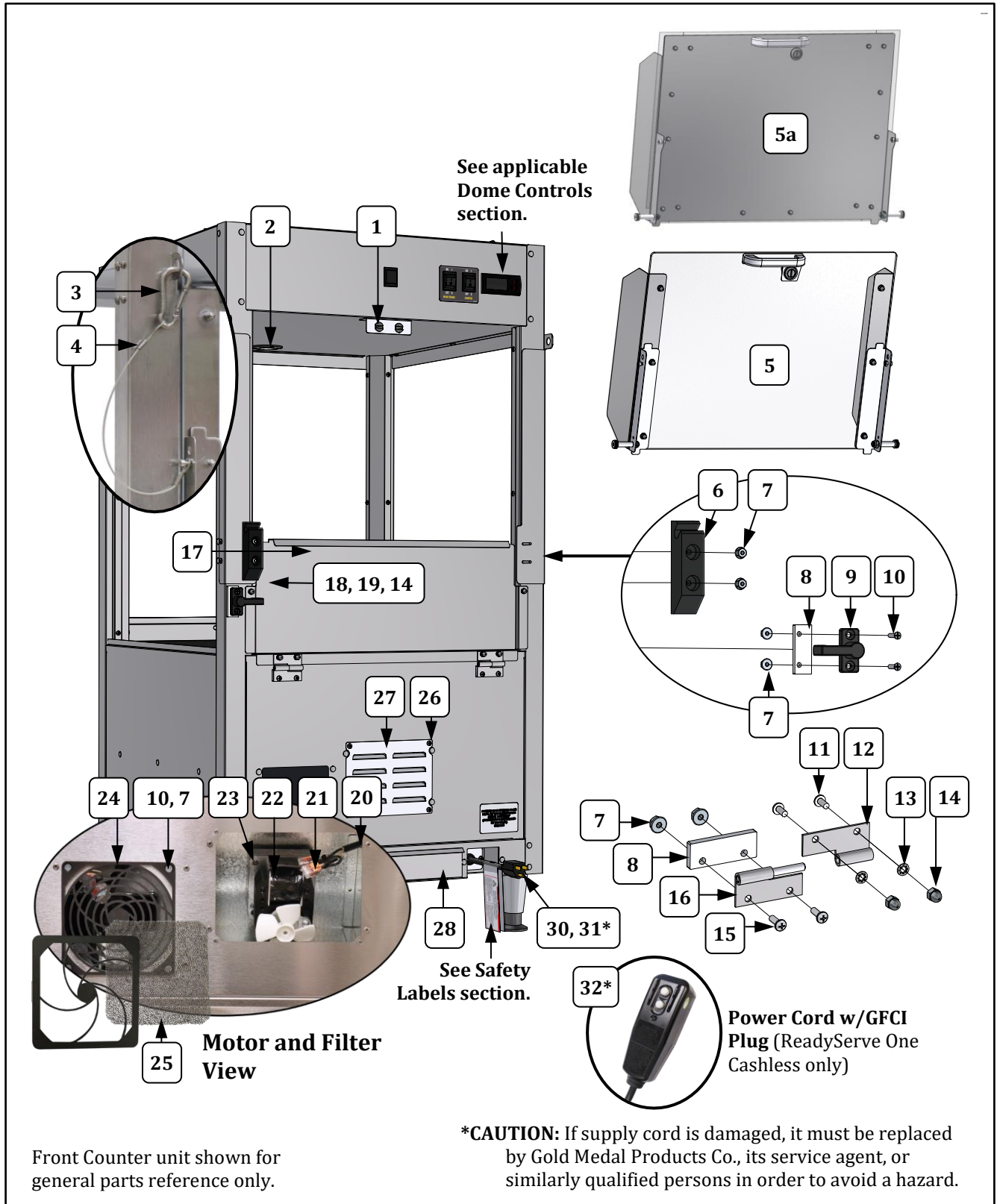
*** Note:** Nayax Cashless Device Replacement—Generally, device issues are setting related, so the device may not need replacement. See the Troubleshooting section in the Nayax Quick Reference Guide at the end of this manual or contact GM Tech Support for assistance.

Item	Part Description	Part Number 2784 Series
1	TOP COVER	114277
2	SCREW #8-32X3/8 PAN HD PH	74141
3	ANTENNA COVER, HIGH GAIN (has hole for antenna, Cashless only)	114862HG
4	ANTENNA COVER (solid cover)	114862
5	GLASS CHANNEL 20 (for side edges)	115305
	GLASS CHAN 20.125 (for top/bottom of front glass)	115306
	GLASS CHAN 21 5/8 (for top/bottom of side glass)	49509
6	NSF LEG 4IN NON-SKID (ReadyServe One only)	114209
7	8-32 X 1/2 PHIL PN M/S SS	42226

Item	Part Description	Part Number 2784 Series
8	8-32 SERRATED FLANGE NUT	61151
9	CUP HOLDER	114207
10	KNOB BLACK 1/4-20	12793
11	CHUTE COVER	114322
12	CHUTE WELDMENT	121018
13	BLACK KNOB #10-32 (holds door keeper bracket)	89012
14	CHUTE DOOR	121034
15	DOOR KEEPER BRACKET	121022
16	PUSHBUTTON 24V BLUE RING	114957
17	DISPENSE LABEL	114269
18	DISPENSE INSTRUCT. LABEL (ReadyServe One Cashless only)	114837



Cabinet Exterior – Rear View – Parts Breakdown

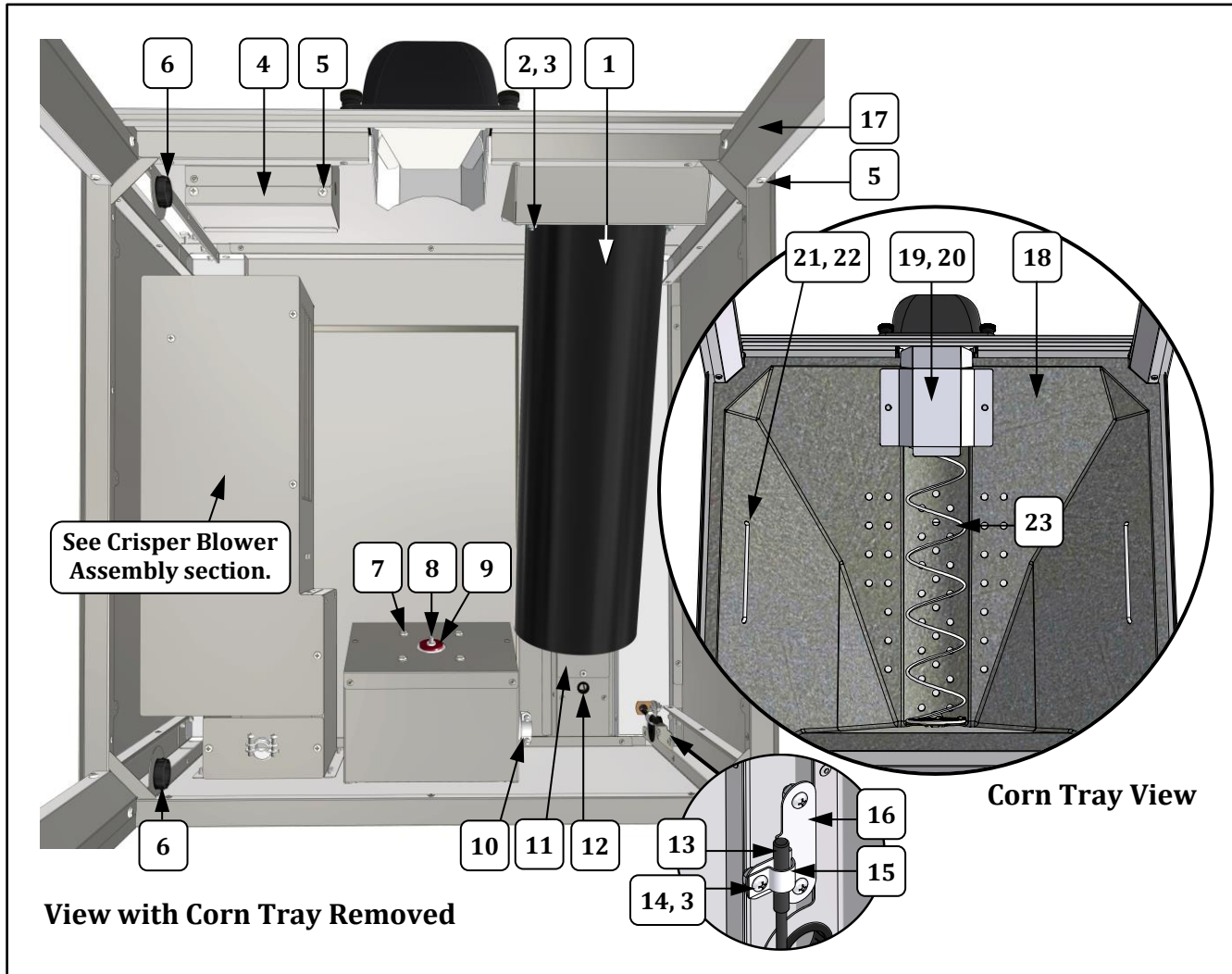




Cabinet Exterior – Rear View – Parts List

Item	Part Description	Part Number			
		2784-00-000	2784-00-010	2784-00-070	2784-00-080
1	MAGNETIC CATCH	16141	16141	16141	16141
2	LED LIGHT 800 LUMENS	55590	55590	55590	55590
3	CARABINER	114697	114697	114697	114697
4	10IN STAINLESS LANYARD	121153	121153	121153	121153
5	DOOR ASSEMBLY (clear door panel)	121141	121141		121141
5a	DOOR ASSEMBLY WITH SEALS (stainless steel door panel)			121180	
6	PIVOT BLOCK	114677	114677	114677	114677
7	8-32 SERRATED FLANGE NUT	61151	61151	61151	61151
8	HINGE SPACER	114460		114460	
9	TURN LATCH	121027	121027	121027	121027
10	8-32 X 3/4 PHIL FLAT M/S	47125	47125	47125	47125
11	8-32 X 3/8 PAN HD PH M/S	12389		12389	
12	FEMALE HINGE RIGHT	41354		41354	
13	#8 INT. TOOTH L/W 410SS	12132		12132	
14	HIGH CROWN ACRN NUT, 8-32	100560		100560	
15	8-32 X 1/2 PHIL PN M/S SS	42226		42226	
16	MALE HINGE SHORT RIGHT	41350		41350	
17	DROP PANEL	121140	121199	121140	121199
18	8-32X3/8 FL HD PH MS	20065		20065	
19	MAGNET, PLASTIC COAT, SQR	120253		120253	
20	STRAIN RELIEF T&B 3302	89045	89045	89045	89045
21	2 POSITION WIRE CONNECTOR	55621	55621	55621	55621
22	DRIVE MOTOR (drives Coil Assy.)	114882	114882	114882	114882
23	10-24 X 1 HEX MACH SCREW	49322	49322	49322	49322
24	FILTER AND GUARD ASSY (incls Guard, Filter, & Cover)	69916	69916	69916	69916
25	FILTERS (BAG OF 5) – replacement filters	69917	69917	69917	69917
26	SCREW #8-32X3/8 PAN HD PH	74141	74141	74141	74141
27	MOTOR COVER	114132	114132	114132	114132
28	OLD MAID PAN	40276	40276	40276	40276
29	WARNING LABEL CORD	68720	68720	68720	68720
30	STRAIN RELIEF SR-7W-2	67060	67060	67060	67060
31*	POWER SUPPLY CORD 15 AMP	22038	22038	22038	22038
32*	LEAD-IN CORD 15 A PLUG (w/GFCI)			121242	121242

Cabinet Interior – Corn Tray

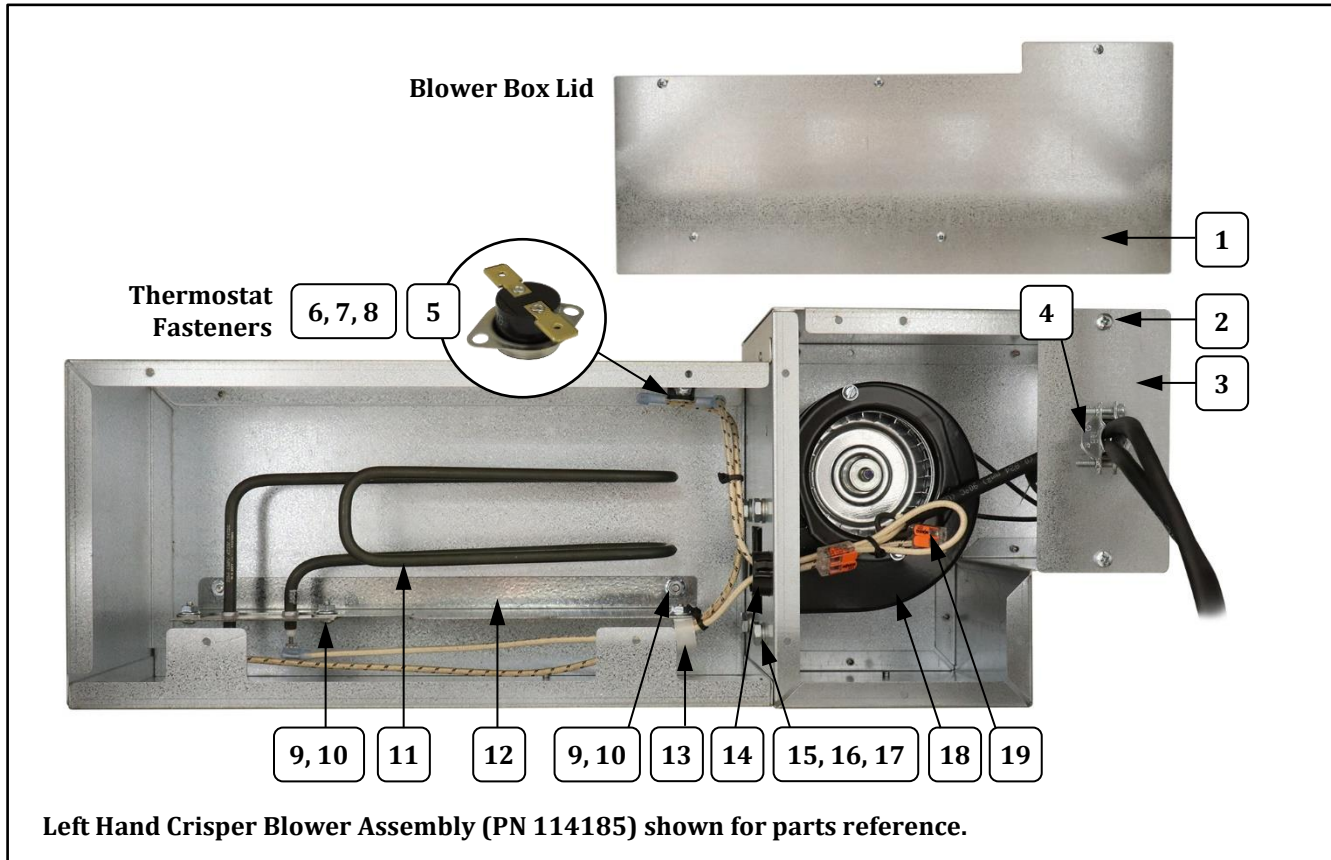


Item	Part Description	Part Number
		2784 Series
1	CUP HOLDER	114207
2	8-32 X 1/2 PHIL PN M/S SS	42226
3	8-32 SERRATED FLANGE NUT	61151
4	SWITCH COVER (ReadyServe One only)	114270
	SWITCH COVER VENDING (ReadyServe One Cashless only)	114270V
5	SCREW #8-32X3/8 PAN HD PH	74141
6	BUSHING, SNAP 1.125 IN	82221
7	10-24 X 1 HEX MACH SCREW	49322
8	DRIVE MOTOR, 120V	114882
9	SILICONE WASHER	114419
10	STRAIN RELIEF T&B 3302	89045
11	CORD COVER	114268

Item	Part Description	Part Number
		2784 Series
12	BUSHING, SNAP .500 IN	47236
13	SENSOR (Probe; to Heat Control)	36103
14	8-32 X 3/8 PAN HD PH M/S	12389
15	WIRE CLIP	76216
16	PROBE BRACKET	111496
17	CORNER COVER	114265
18	DISPENSER TRAY	114271
19	TRAY PANEL ASSEMBLY	121029
20	1/4-20 ST STL WING NUT (holds Tray Panel)	12466
21	PULL HANDLE	39535
22	HEX NUT #10-32 ESLOK	74549
23	COIL ASSEMBLY	114889

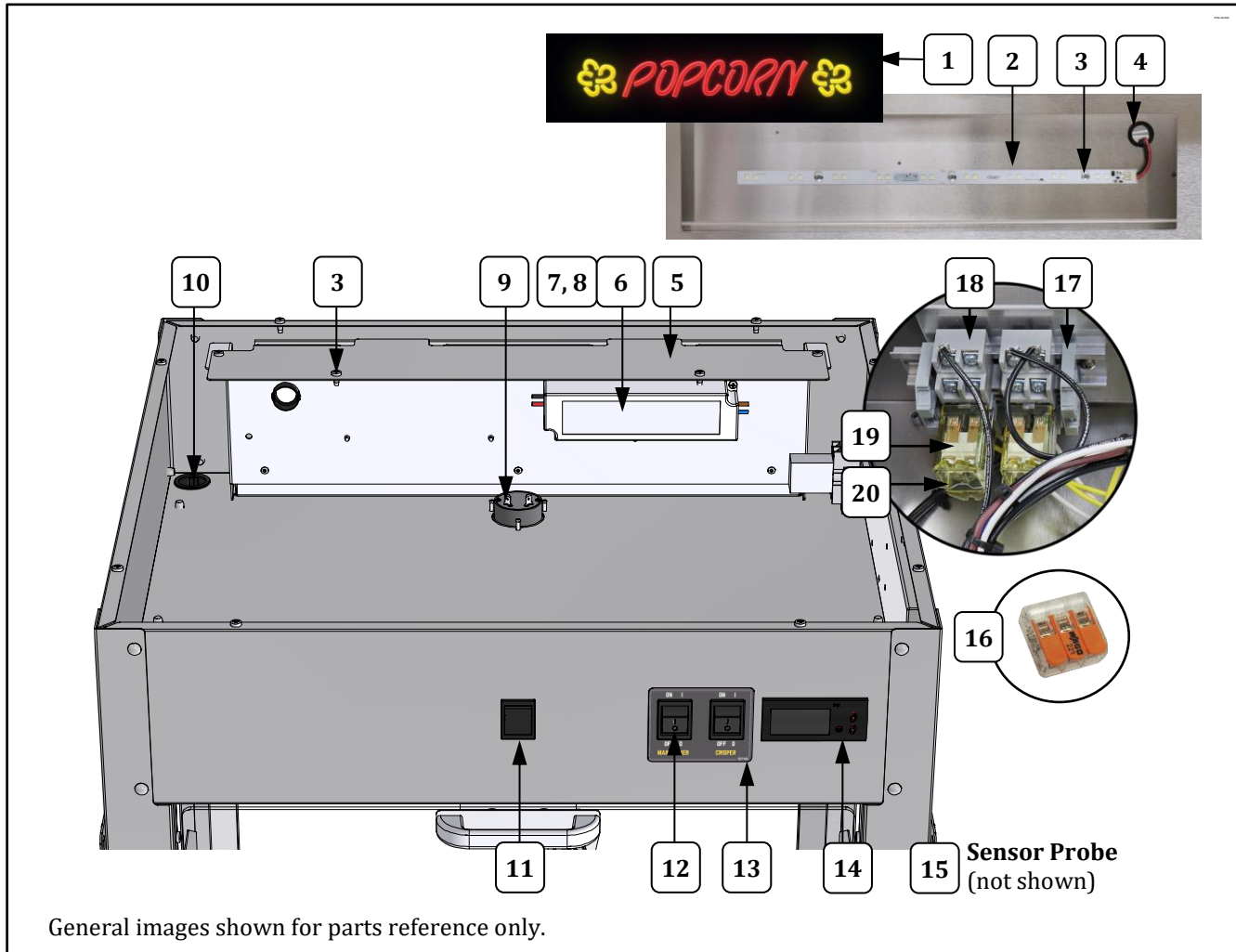


Crisper Blower Assembly



Item	Part Description	Part Number
1	BLOWER BOX LID	114135
2	SCREW #8-32X3/8 PAN HD PH	74141
3	BLOWER BOX TOP	114133
4	STRAIN RELIEF T&B 3302	89045
5	THERMOSTAT, 190F	82218
6	6-32 X 1/2 PHIL PAN M/S	42237
7	SPACER,#10 ID	47264
8	6-32 GRIP NUT ZINC PLATED	47517
9	8-32 X 3/8 PAN HD PH M/S	12389
10	8-32 SERRATED FLANGE NUT	61151
11	HEAT ELEMENT 475W 120V	74720
12	ELEMENT MOUNT BRACKET	114134
13	CABLE CLAMP	87219
14	BUSHING, SNAP .875 IN	45396
15	1/4-20 X 1/2 HEX HD BOLT	14821
16	1/4 FLAT WASHER ST. STL.	42989
17	1/4-20 SERRATED LOCK NUT	46311
18	BLOWER, 31CFM, 115V	74737
19	2 POSITION WIRE CONNECTOR	55621

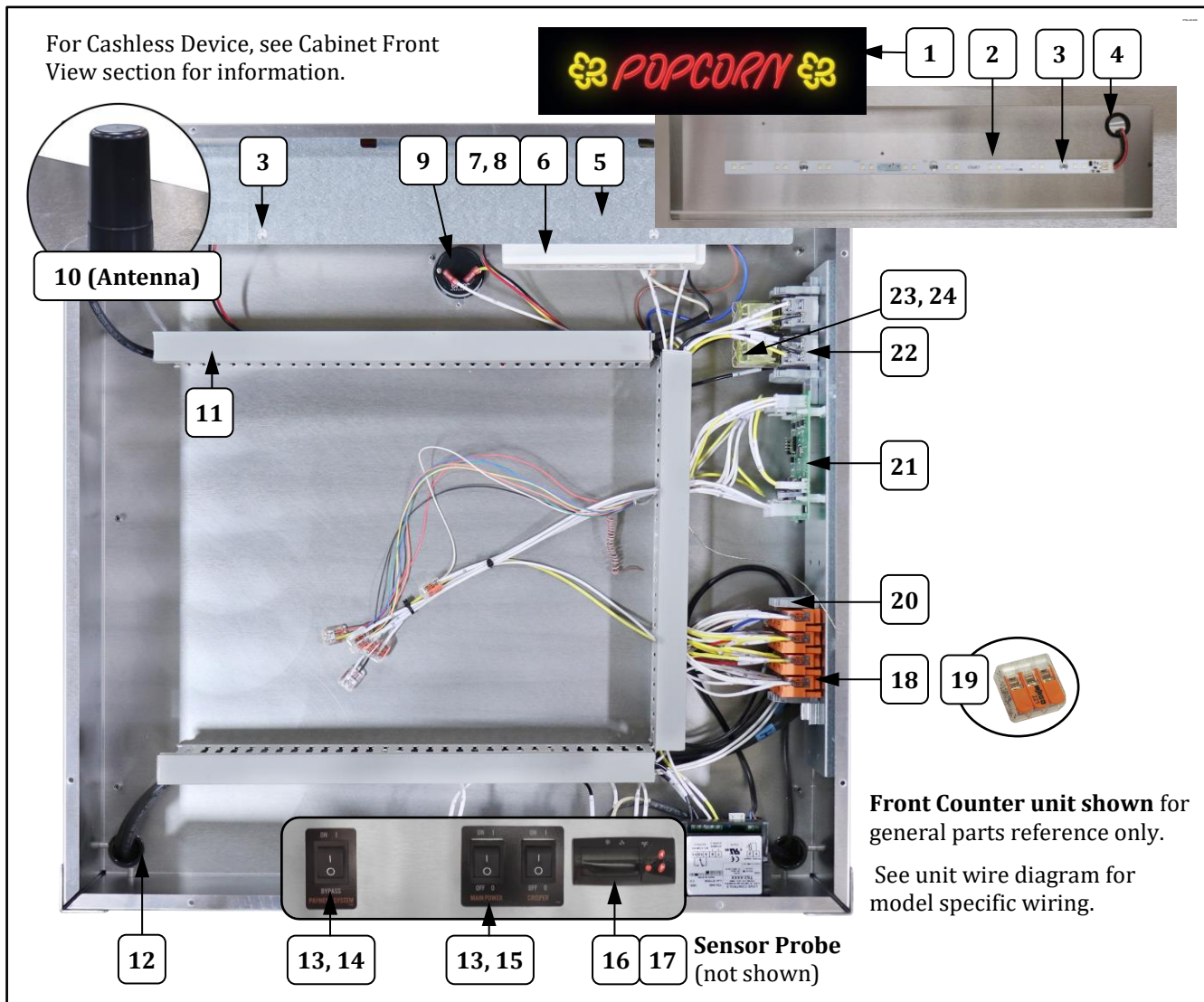
ReadyServe One Dome – Electrical, Controls, Lighting



Item	Part Description	2784 Part No. (000, 010)
1	POPCORN SIGN	111541NEON
2	LED STRIP COOL WHITE	55379
3	SCREW #8-32X3/8 PAN HD PH	74141
4	BUSHING, SNAP .875 IN	45396
5	SIGN RETAINER	114275
6	POWER SUPPLY 24VDC 60W	55586
7	6-32 X 1/2 PHIL PAN M/S (fastens power supply)	42237
8	6-32 GRIP NUT ZINC PLATED (fastens power supply)	47517
9	LED LIGHT 800 LUMENS	55590
10	BUSHING, SNAP 1.125 IN	82221

Item	Part Description	2784 Part No. (000, 010)
11	HOLE PLUG,RKR SWITCH,RECT	42743-30
12	SWITCH, DPST ROCKER	55395-30
13	SWITCH LABEL	121143
14	PROGRAMMED CONTROL	121047F-001
15	SENSOR (Probe, not shown)	36103
16	5 POSITION WIRE CONNECTOR	55245
	3 POSITION WIRE CONNECTOR	55244
	2 POSITION WIRE CONNECTOR	55621
17	END STOP	118023
18	RELAY, BASE (2 POLE)	89085
19	RELAY, DPDT (24VDC)	118112
20	SPRING, HOLD DOWN	89091

ReadyServe One Cashless Dome – Electrical, Controls, Lighting



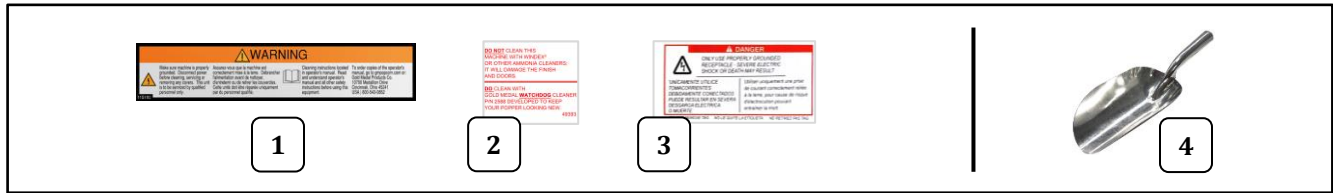
Front Counter unit shown for general parts reference only.

See unit wire diagram for model specific wiring.

Item	Part Description	2784 Part No. (070, 080)
1	POPCORN SIGN	111541NEON
2	LED STRIP COOL WHITE	55379
3	SCREW #8-32X3/8 PAN HD PH	74141
4	BUSHING, SNAP .875 IN	45396
5	SIGN RETAINER	114275
6	POWER SUPPLY 24VDC 60W	55586
7	6-32 X 1/2 PHIL PAN M/S (fastens power supply)	42237
8	6-32 GRIP NUT ZINC PLATED (fastens power supply)	47517
9	LED LIGHT 800 LUMENS	55590
10	NAYAX, HIGH GAIN ANTENNA	118137
11	WIRE DUCT & COVER (6 ft, cut to fit)	119225
12	BUSHING, SNAP 1.125 IN	82221

Item	Part Description	2784 Part No. (070, 080)
13	SWITCH, DPST ROCKER	55395-30
14	BYPASS LABEL	121201
15	SWITCH LABEL	121143
16	PROGRAMMED CONTROL	121047F-001
17	SENSOR (Probe, not shown)	36103
18	CARRIER, WAGO LEVER NUTS	119226
19	5 POSITION WIRE CONNECTOR	55245
	3 POSITION WIRE CONNECTOR	55244
	2 POSITION WIRE CONNECTOR	55621
20	END STOP	118023
21	BOARD, CONTROL (PIC32MX)	118122-1
22	RELAY, BASE (2 POLE)	89085
23	RELAY, DPDT (24VDC)	118112
24	SPRING, HOLD DOWN	89091

Safety Labels and Accessories

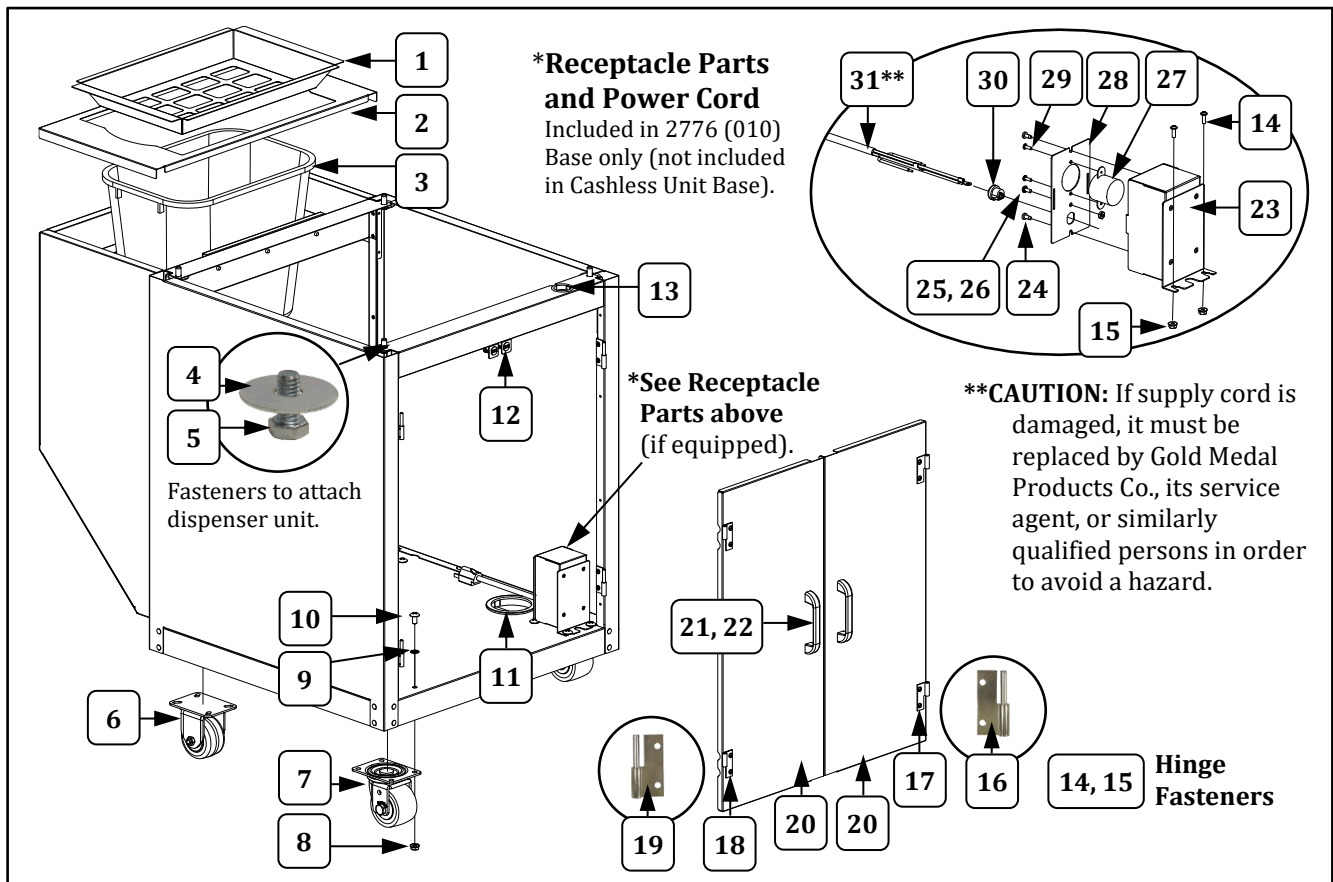


Item	Part Description	Part Number
1	UNIV WARN LBL HORZ	115180
2	LABEL, DO NOT CLEAN.....	49393
3	WARNING LABEL CORD	68720
4	STAMPED ALUM SCOOP	2071

Base Parts

Model 2776-00-010: Base option (sold separately) for ReadyServe One Unit, see parts below.

Model 2776-00-014: Base included with ReadyServe One Cashless Unit—**same parts as 2776-00-010 except base does NOT have a receptacle assembly**, see parts below.





Base – Parts List

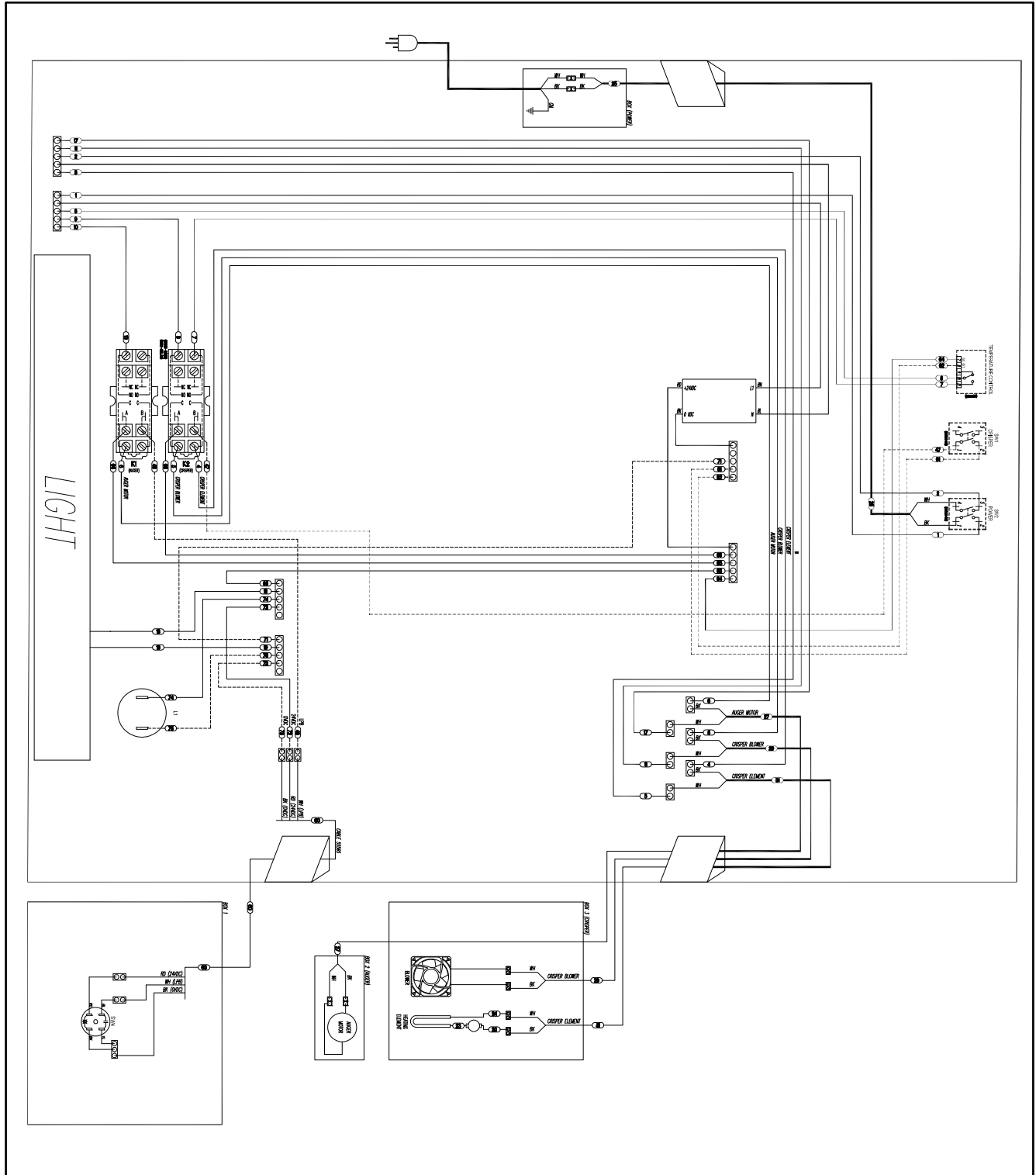
Item	Part Description	Part Number
		2776-00-010
1	INSERT	114786
2	RECEPTACLE COVER	114783
3	WASTE BASKET 28QT	114808
4	FENDER WASHER	89780
5	HEX BOLT 3/8-16 X 3/4	20051
6	3 IN RIGID CASTER	69962
7	3 IN HD CASTER W/BRAKE	115543
8	5/16-18 SERRATED LOCK NUT	49317
9	WASHER 5/16 INT TOOTH	74137
10	5/16-18 X 5/8 PH TR M/S	46638
11	BUSHING, SNAP 3.500 IN	67802
12	MAGNETIC CATCH	16141
13	1.5IN SPLIT SNAP GROMMET	114434
14	8-32 X 1/2 PHIL PN M/S SS	42226
15	8-32 SERRATED FLANGE NUT	61151
16	MALE HINGE SHORT LEFT	41349

Item	Part Description	Part Number
		2776-00-010
17	FEMALE HINGE RIGHT	41354
18	FEMALE HINGE LEFT	41355
19	MALE HINGE SHORT RIGHT	41350
20	DOOR	114787
21	DRAWER HANDLE	87420
22	10-24 X 1/2 PH TRUSS M/S	42826
23*	RECEPTACLE BOX ASSEMBLY (incls recpt. box and bracket)	114622
24*	SCREW #8-32X3/8 PAN HD PH	74141
25*	8-32 X 3/8 PH PAN W/SEMS	42227
26*	8-32 HEX M/S NUT	74149
27*	5-15R RECEPTACLE OUTLET	45061
28*	RECEPTACLE PLATE	114481-00
29*	8-32 X 3/8 PAN HD PH M/S	12389
30*	STRAIN RELIEF SR-6P3-4	76026
31**	POWER SUPPLY CORD 15 AMP	22038



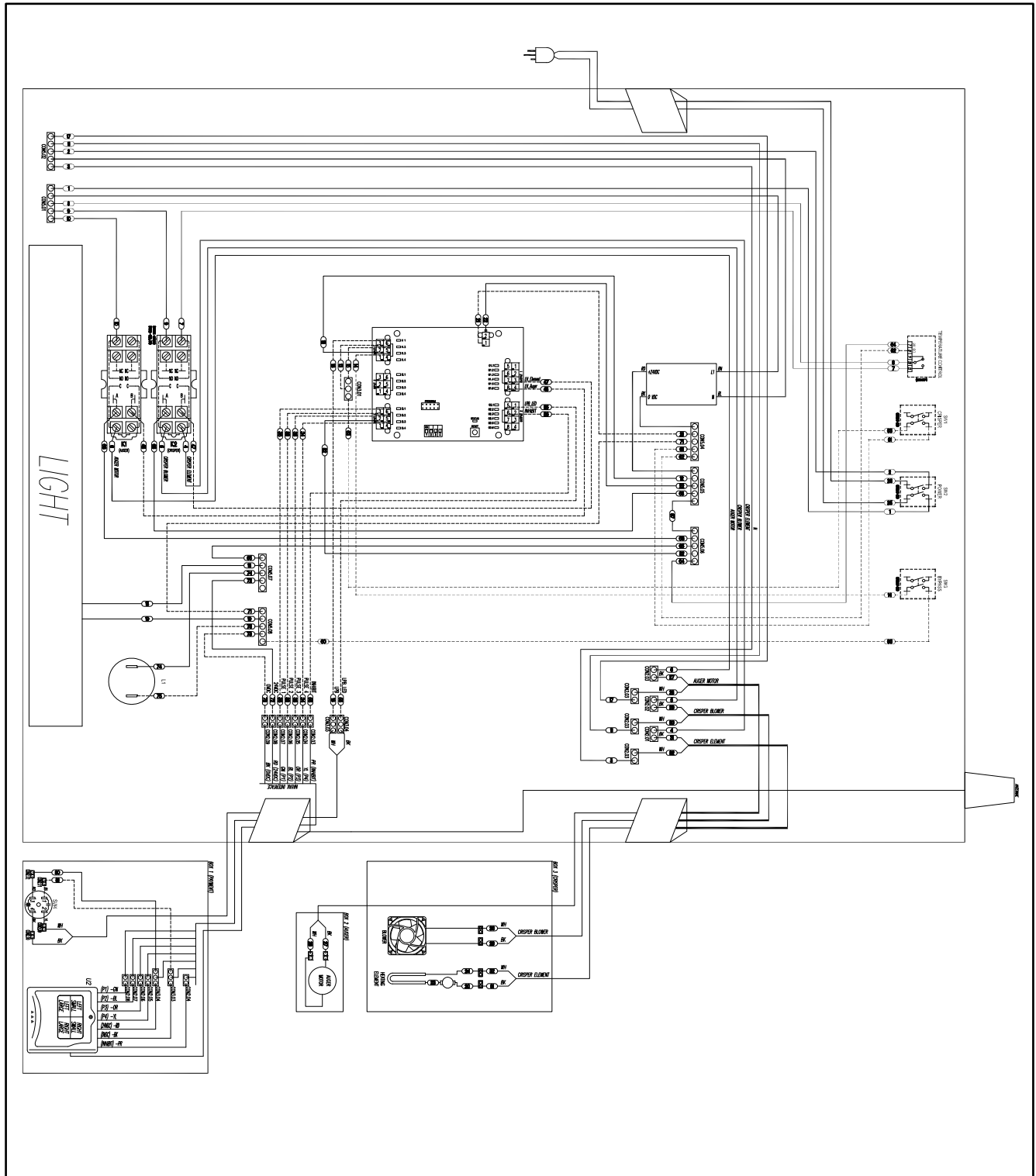
Wiring Diagram

Model No. 2784-00-000 and 2784-00-010





Model No. 2784-00-070 and 2784-00-080





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Quick REFERENCE

Nayax Cashless Payment System



GOLD MEDAL® PRODUCTS CO.

10700 Medallion Drive, Cincinnati, Ohio 45241-4807 USA



Disclaimer:

The Nayax Cashless Payment System incorporated in Gold Medal cashless units is manufactured and managed by a third-party vendor. **GOLD MEDAL'S GENERAL WARRANTY DOES NOT APPLY TO THE EQUIPMENT AND SERVICES RELATED TO THE NAYAX CASHLESS PAYMENT SYSTEM AND GOLD MEDAL EXPRESSLY DISCLAIMS ANY AND ALL WARRANTIES RELATED TO THE SAME.**

General images and procedures shown in this guide are for reference purposes only to help you navigate your Nayax account when using a Gold Medal cashless unit.

All screen views/images and information are subject to change by Nayax and may not be reflected here. Contact your Nayax account representative for the latest information on your account.

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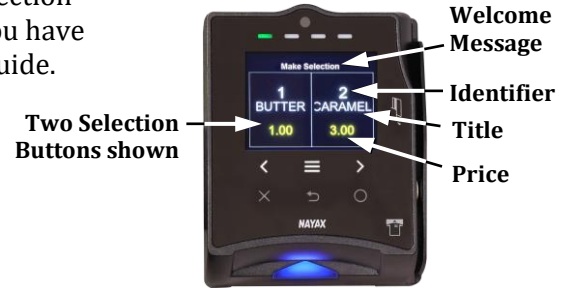


Device Settings—Screen Selection Setup

Your new unit is preprogrammed with default settings. This section shows you how to customize those settings. After review, if you have any setting issues, reference GM Tech Service section of this guide.

In this section, you will set up:

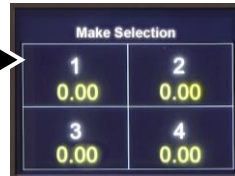
- Number of Selections (1-4)
- Welcome Message
- Identifier (selection type)
- Pulse Title (description)
- Selection Price
- Vending Time (in sec.)



Program your Settings (General images shown for reference purposes only).

CHECK- Before setting up a new device:

If your device screen does not look like this, contact GM Service to install the default template (reference GM Tech Service section of this guide).



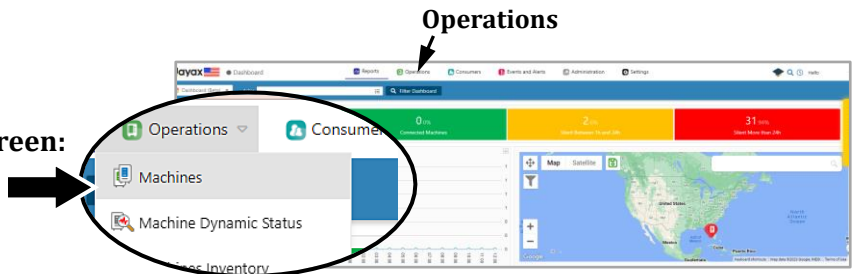
Default Template View
(4 Selection Buttons; no Price)

To Program:

1. Go to your Nayax account.

2. Navigate to your Operators screen:

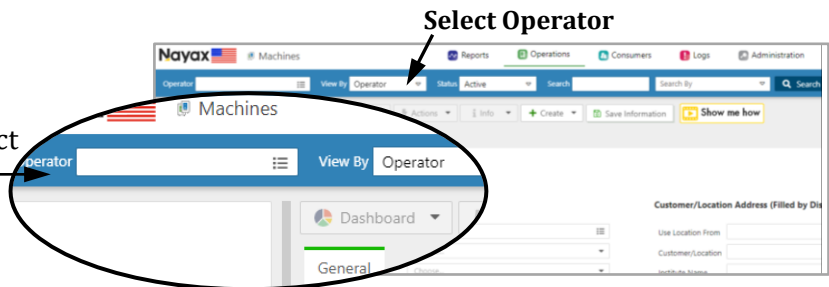
2.1. Under Operations, select **Machines**.



2.2. In View by, select **Operator**.

2.3. In Operator dropdown, select "your company name".

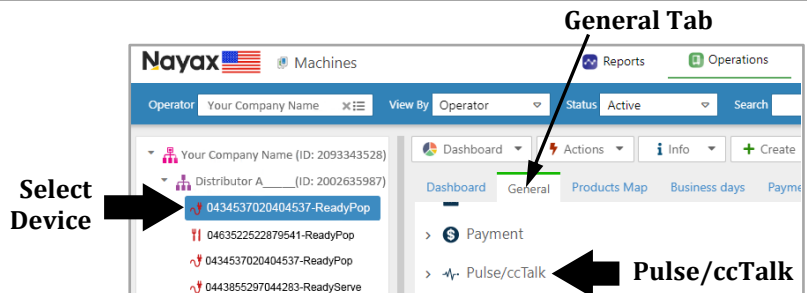
Then press **ENTER** to populate your devices.



3. Select a device to configure.

4. Under **General** tab, scroll to select **Pulse/ccTalk**.

Important: If Pulse/ccTalk option is missing, contact GM Tech Service for default template installation.





Pulse/ccTalk

5. Pulse/ccTalk has the settings necessary to get you started.

Important: Only change entry fields as indicated below. If device does not respond correctly, recheck all steps.

5.1 Determine number of Selection Buttons needed (1-4).

For *Single Dispense Button Unit* only



One Selection

For *LH Dispense* | For *RH Dispense*



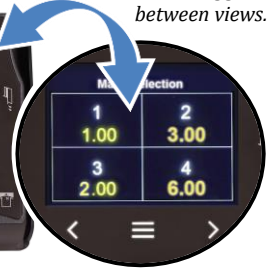
Two Selection

For *LH Dispense* | For *RH Dispense*



Four Selections

The 4 button screen toggles between views.

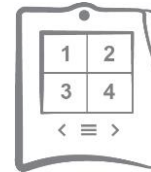
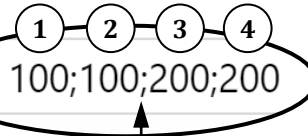


Use 2 & 4 Selections for units with dual dispense or use to provide dispense options on single dispense button unit (i.e., large/small).

Example: 4 Button Selection shown

For **1 button**, only enter 1 value in each field; for **2 buttons**, enter 2 values, etc.

Button Number



Button Order

Separate entries with a **semicolon ";"** only (no spaces).

Pulse/ccTalk

Credit per Pulse 1-6 (Cents)

Number of Pulses per Vend 1-6

Pulse 1-6 active time in ms

Pulse 1-6 inactive time in ms

Pulse Identifier 1-6

Pulse Inhibit

Pulse Line Welcome Message

Pulse Options

Pulse Title 1-6

5.2 Selection price in cents (i.e., for \$4.50 use 450)
Enter a value for **each** button, separate with ";"

5.3 Dispense time in seconds (i.e., 1 pulse = 1 sec.)
minimum setting is 5 sec. (default is 10 sec.)
Enter a value for **each** button, separate with ";"

5.4 Always enter 100 for each button needed,
separate each with a ";" **DO NOT** change this value.

5.5 Selection type (i.e., abbrev for small/large, bag/box, etc.)
maximum of 3 characters per entry.
Enter a value for **each** button, separate with ";"

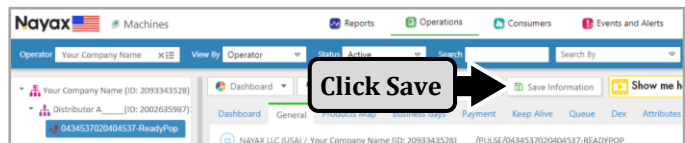
DO NOT change.

5.6 Welcome message (a short prompt or message).

DO NOT change.

5.7 Selection description (i.e., BUTTER/ CARAMEL)
maximum of 7 characters per entry.
Enter a value for **each** button, separate with ";"

6. Click Save for settings to take effect.





Reimbursement Statement (Understanding Your Statement)

The income reimbursement process for your cashless system is easy. **All income, fees, and statements are between the customer and Nayax only**—you received email instructions on setting up your banking after onboarding was completed.

Important: Customer must set up and maintain their device parameters (price, dispense timing, and screen selections)—reference Screen Selection Setup section for instructions.

Once your devices are transferred to you (onboarded), the following cost of ownership fees start to incur:

- One time activation fee (*\$20 per module).
- Monthly service fee (*\$7.95 per module).
- Banking fee (* 5.95% per transaction).

** Note: Fee examples, process, and images shown are for reference only (subject to change by Nayax). Contact your Nayax Account Representative for the most updated information.*

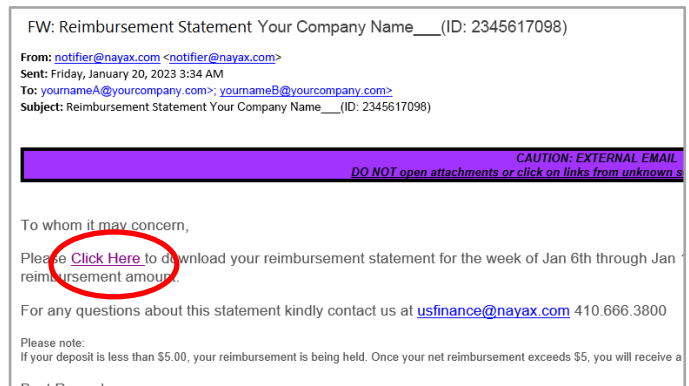
Accessing your Statement

Each Friday you will receive an email from Nayax with a link to your Reimbursement Statement—email contacts were designated during account setup (reference Banking Information Setup section of this guide).

1. Click on the email link to view your statement.

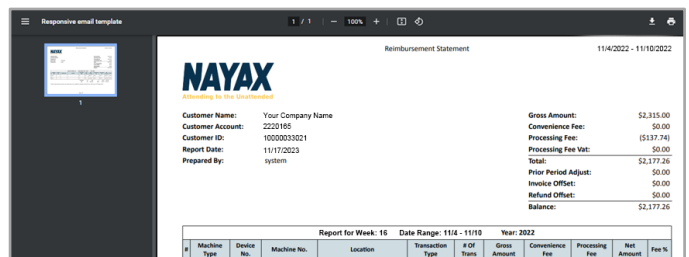
Do not delete this email:

- It is the only link to your statement for the period shown.
- **If you do not get a Reimbursement Statement email** starting two weeks after account setup, check your spam or deleted items folder, or contact your Nayax Account Representative for assistance.



2. Save a copy of this statement.

The only access to this period statement is via the email link.





Reimbursement Statement

3. **Statement Period** is always for the week prior to the week your statement is received.
4. **Cost of ownership fees** (processing, monthly, and unit activation fees) are automatically deducted from any income in the statement period.
 - *If income is less than fees accumulated, fees are carried to next statement period.*
 - *If unit activation is delayed for an extended time after module transfer, contact your Nayax Account Representative to see if a service fee waiver is possible for the time prior to activation.*

Reimbursement Statement
11/4/2022 - 11/10/2022

Income

Income minus fees

Amount deposited into your account

Customer Name: Your Company Name	Gross Amount: \$2,315.00
Customer Account: 2220185	Convenience Fee: \$0.00
Customer ID: 10000033021	Processing Fee: (\$137.74)
Report Date: 11/17/2023	Processing Fee Vat: \$0.00
Prepared By: system	Total: \$2,177.26
	Prior Period Adjust: \$0.00
	Invoice Offset: \$0.00
	Refund Offset: \$0.00
	Balance: \$2,177.26

#	Machine Type	Device No.	Machine No.	Location	Transaction Type	# Of Trans	Gross Amount	Convenience Fee	Processing Fee	Net Amount	Fee %
---	--------------	------------	-------------	----------	------------------	------------	--------------	-----------------	----------------	------------	-------

5. The statement is itemized for each machine's usage and fees accumulated for the period shown.

Reimbursement Statement
11/4/2022 - 11/10/2022

Income

Income minus fees

Amount deposited into your account

Customer Name: Your Company Name	Gross Amount: \$2,315.00
Customer Account: 2220185	Convenience Fee: \$0.00
Customer ID: 10000033021	Processing Fee: (\$137.74)
Report Date: 11/17/2023	Processing Fee Vat: \$0.00
Prepared By: system	Total: \$2,177.26
	Prior Period Adjust: \$0.00
	Invoice Offset: \$0.00
	Refund Offset: \$0.00
	Balance: \$2,177.26

#	Machine Type	Device No.	Machine No.	Location	Transaction Type	# Of Trans	Gross Amount	Convenience Fee	Processing Fee	Net Amount	Fee %
1	Pulse		012648512000489	ReadyServe (level 01)	CC	117	\$937.00	\$0.00	\$55.75	\$881.25	5.95%
2	Pulse		3245108222657025	ReadyServe (level 02)	CC	194	\$1,378.00	\$0.00	\$81.99	\$1,296.01	5.95%
						CC Subtotal	311	2315	0	137.74	2177.26
						Total:	311	\$2,315.00	\$0.00	\$2,177.26	

Device Serial Number

↑

Number of Transactions

↑

Fee breakdown per machine.

↑

6. **Remember to save a copy of your statement.**
(Contact your Nayax Account Representative for questions about your statement.)



Refund a Transaction

Refunding a transaction is straightforward. Place your company's contact information on the machine (i.e., phone number, email) and list of the purchaser's information required to process a refund.

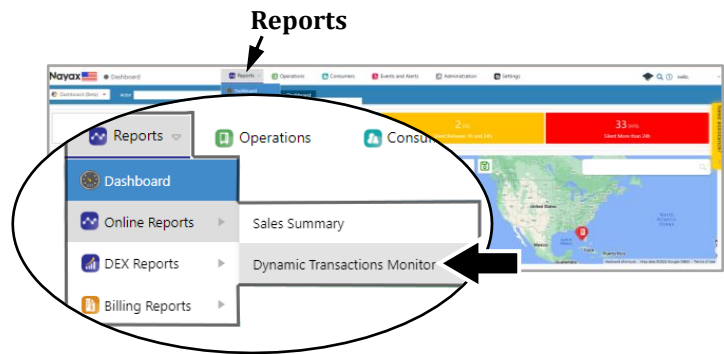
Transaction Information Needed:

- Purchaser's name, phone number, and email.
- Unit location description (i.e., stadium tier level; terminal, etc.)
- Date and approx. time of transaction.
- **First 4 digits and last 4 digits** of credit card number only.
- Reason for refund request.

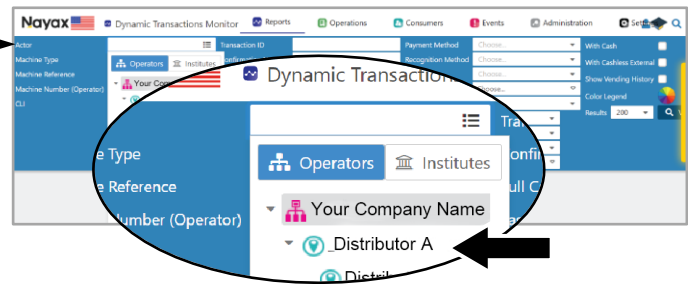
Processing a Refund

General images shown for reference purposes only.

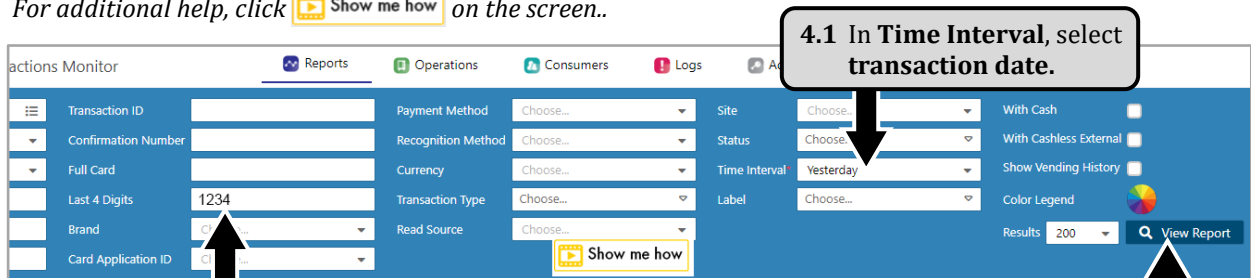
1. Go to your Nayax account.
2. **Navigate to Reports menu.**
Under Reports, select **Online Reports/ Dynamic Transactions Monitor**



3. Select appropriate **Actor** (Distributor) from dropdown.
Then, press **ENTER**.



4. Search for transaction needed. *Data used can vary, a good search example shown below.*
For additional help, click **Show me how** on the screen..



4.2 Narrow the search, use **Last 4 Digits** of card.

4.3 Click **View Report**.



Refund a Transaction

5. Select the transaction and request a refund.
(Filter results as needed.)

5.1 Right click on transaction.

5.2 Select Request Refund.

Site ID	Transaction ID	Payment Method ID	Pre-Selection Status	Machine Name	Product Name
4	4453567442	1	2	0404041640404165 ReadyServe #1	Carmel (R)
4	4453567556	1	2	0404056619566464 ReadyServe #1	Butterfly (L)
4	4453567442	1	2	0404041640404165 ReadyServe #1	Carmel (R)
4	4453567556	1	2	0404056619566464 ReadyServe #1	Carmel (R)
4	4453567442	1	0	0404041640404165 ReadyServe #1	Unknown
4	4453567556	1	2	0404056619566464 ReadyServe #1	Carmel (R)
4	4453567442	1	0	0404041640404165 ReadyServe #2	Unknown

6. On pop-up, fill in Refund Details.

6.1 Refund Amount

6.2 Purchaser's email (for refund confirmation)

6.3 Provide reason for refund request.

6.4 Request Refund

Transaction Details

Transaction DT: 5/5/2022 5:46:45 PM
 Transaction Amount: 9.000
 Currency: USD
 Product Name: Carmel (RJ2 = 9.00)
 Card Number: 4334 xxxx xxxx 1234
 Card Brand: VISA
 Read Source: CLS
 Transaction Type: EMV_Online

Billing Provider Details

Billing Provider: General-H Nayax EMV
 Transaction ID: 2146559448
 Transaction RRN: 594484358

Refund Details

Refund Full Amount: 9.000
 Refund Partial Amount:

Refund Confirmation Email: jsmith@email.com

Refund Reason:

Please Note:
It may take up to 4 business days for the refund to appear on the card holder's bank account.

Cancel Request Refund

7. Click Request Refund.
8. Confirm Request.

9. Right click transaction (transaction is colored to indicate waiting for approval).

- 9.1. Right click, select Approve/Decline Refund

- 9.2. On pop-up, click approve (or decline) refund.

- 9.3. Confirm approval, then process completes.

- 9.4. Transaction turns green to indicate refunded.

Site ID	Transaction ID	Payment Method ID	Pre-Selection Status	Machine Name	Product Name	Settle Price
4	4453567442	1	2	0404041640404165 ReadyServe #1	Carmel (R)	
4	4453567556	1	2	0404056619566464 ReadyServe #1	Butterfly (L)	
4	4453567442	1	2	0404041640404165 ReadyServe #1	Carmel (R)	
4	4453567557	1	2	0404056619566464 ReadyServe #1	Carmel (R)	

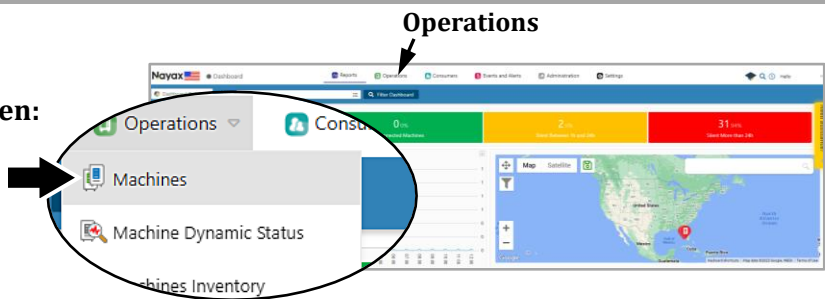


Compare Two Cashless Devices (Clone Settings)

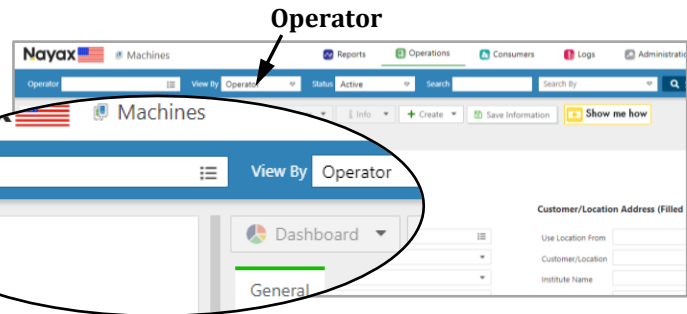
Nayax machine settings can be compared and copied from one unit to another. Compare a device to a “working or master” unit for troubleshooting, or clone settings to a new device. General images shown for reference purposes only.

Compare Devices

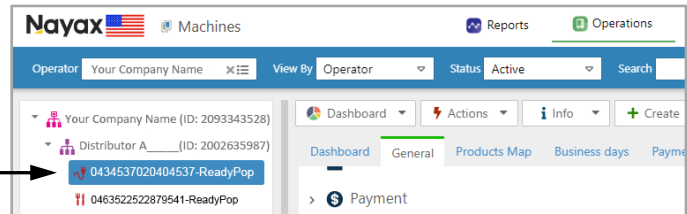
1. Go to your Nayax account.
2. Navigate to your Operators screen:
 - 2.1. Under Operations, select **Machines**.



- 2.2. In View by, select **Operator**.

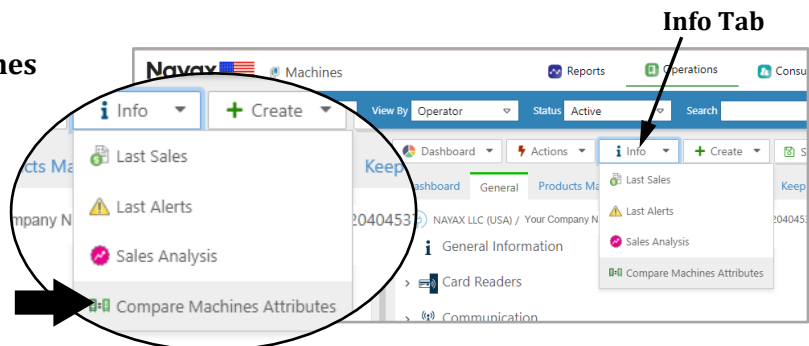


- 2.3. In Operator dropdown, select **“your company name”**.
Then press **ENTER** to populate your devices.



3. Select the **“working”** device to copy.

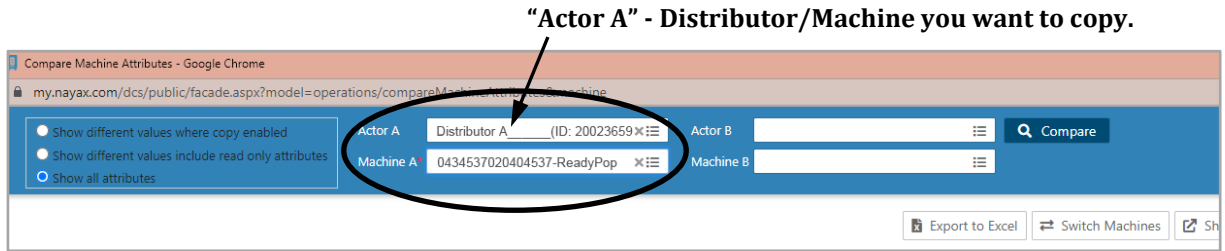
4. Under Info, select **Compare Machines Attributes**.





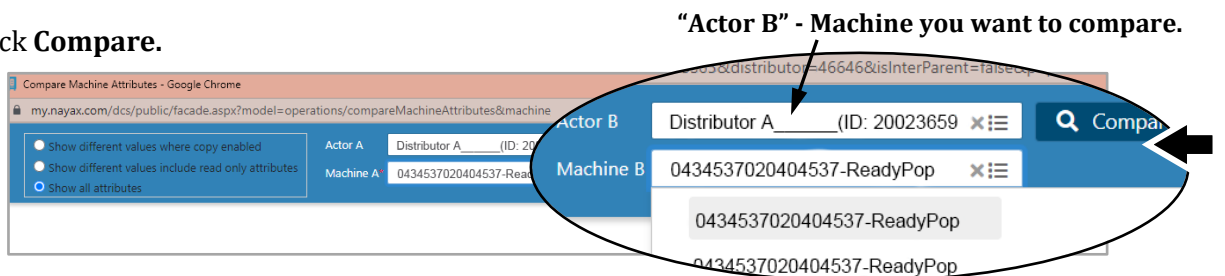
Compare Machine Attributes

5. **Actor A (Distributor)** and **Machine A (Device)** shows the unit you want to copy. (If not auto populated or to change the selection, use the dropdown(s) to search for a device).



6. For a unit to compare, use the dropdowns to search for **Actor B (Distributor)** and **Machine B (Device)**.

7. Click **Compare**.



8. Select desired search type (view all the machine settings or only **show differences** as seen in example below).

- 8.1. Review differences in machines, see image below.
- 8.2. Copy desired settings from **Machine A** to **Machine B** (see below), or
- 8.3. return to the screen indicated to make edits (i.e., to change a price, go to Pulse/ccTalk and edit the price setting (reference the Screen Selection Setup section of this guide).
- 8.4. Save any changes made to Machine B.

Select Search.

Attribute Name	Value Machine A	Copy Value	Value Machine B	Permission	Attribute Id
General Information					
Machine Id	01759017		169442694		
Machine Model	B - AMS - Nayax LLC Default-VPOS		B - AMS - Nayax LLC Default-VPOS		
Machine Number	0434537020404537		0935333522153333	Different	
Machine Profile					
Machine Reference	ReadyPop			Different	
Machine Sales Source	Live Transactions				
Electricity	Distributor A (ID: 200236593535)		Distributor A (ID: 200236593535)		
LCD					
Disable		>	Disable	Different	Write 800
Pulse/ccTalk					
Credit per Pulse 1-6 (Cents)	100,200	>	100,220	Different	Write 631
Number of Pulses per Vend 1-6	10,15	>	10,10	Different	Write 632
Pulse 1-6 active time in ms	100	>	100,100	Different	Write 635



Gold Medal Technical Service (Invite a Service Tech User)

GM Tech Support can help troubleshoot your device issue on a tech support call (1-800-543-0862; Ext: 2499). Generally, device issues are related to a setting—if the issue is not easily located, you can invite the GM Tech as a temporary user to view your device settings while on the call. Or, contact Nayax service for assistance.

Note: Review the Troubleshooting section at the back of this guide for quick, **self-help instructions** on main issues that may come up with your cashless device.

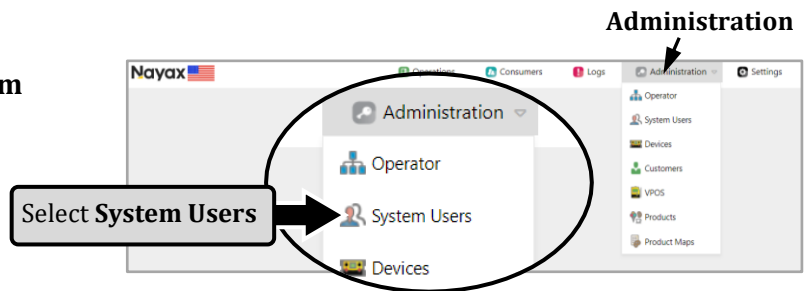
To Invite a User

You must have Administrator rights to invite GM Tech Service to temporarily view your Nayax settings. If needed, ask your company’s Nayax account administrator for assistance. For the most current access expiration time limit (approx. 72-hrs.) and information details, contact your Nayax account representative.

Note: Add the GM Service Tech under the **top-level operator**, so they can compare your device settings to a unit at another location, if needed.

To allow GM Technical Service access during a call: (1-800-543-0862; Ext: 2499)

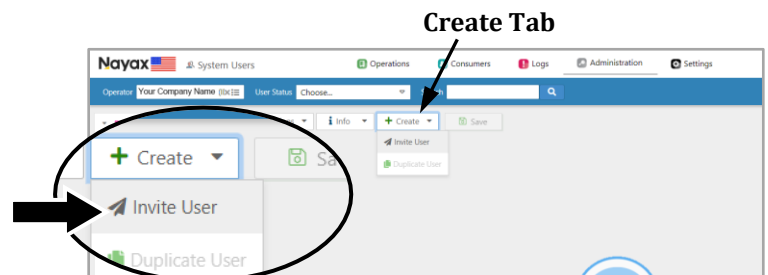
1. Go to your Nayax account.
2. Under **Administration**, select **System Users**.



3. In Operator dropdown, select the **Operator** you want service to reside under.
Then press **ENTER** to populate your list.



4. Under Create tab, select **Invite User**.

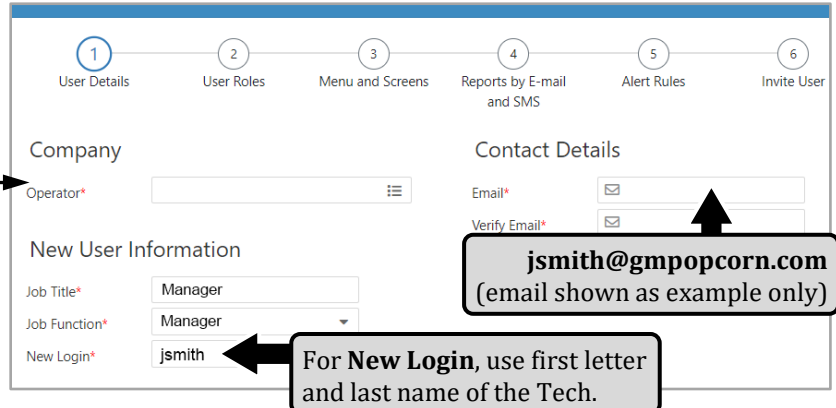




Invite a Service Tech to View Settings

5. Populate user details:

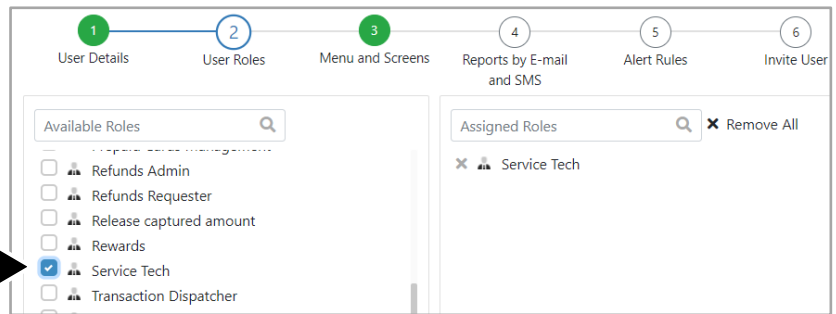
- 5.1. From Company menu, select the **Operator** you want service to reside under.
- 5.2. Fill in **New User Information**:
*Job Title: **Manager***
*Job Function: **Manager***
New Login: see image note.
- 5.3. For **Contact Details** use the Service Tech's email.
- 5.4. Click Next.



Name/email shown are for example only.

6. For User Role, scroll list to select **Service Tech**, then click Next.

Check Service Tech

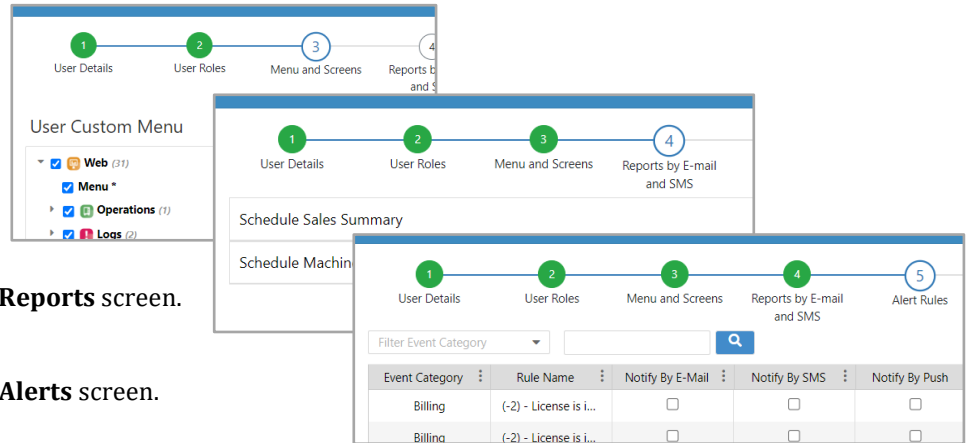


7. No changes needed to the next 3 screens:

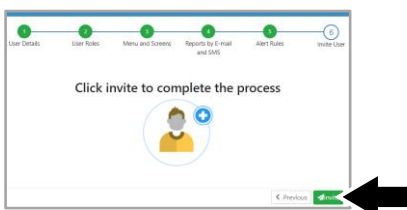
7.1. Click **Next** to skip **Menus and Screens**.

7.2. Click **Next** to skip the **Reports** screen.

7.3. Click **Next** to skip the **Alerts** screen.

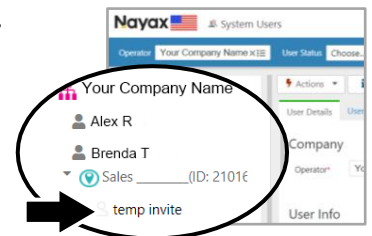


8. Click **Invite** to complete. An Invite is auto-emailed to the Service Tech.



9. Your User list now shows **temp invite**.

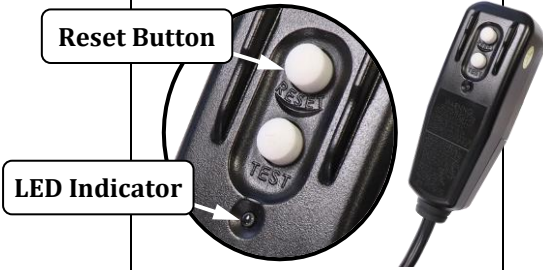
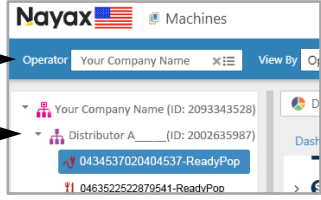
The Service Tech now goes through their login steps to see your settings.





Troubleshooting - FAQ

Generally, device issues are related to a setting. Gold Medal Tech Support is available to help with your GM unit/cashless device issues. If the instructions below do not solve your issue, reference the Gold Medal Technical Service section of this guide, before ordering a replacement module.

Issue	Possible Cause	Solution
<p>Device not working.</p>	<p>A. No power to the unit</p>  <p>B. No cell service</p> <p>C. Poor cell service</p> <p>D. Unit shows “Busy...Wait...”</p>	<p>A. Make sure the Main Power Switch is ON.</p> <p>ReadyPop Cashless Unit is equipped with a GFCI plug. When plugged into a proper wall outlet for the machine (reference unit Instruction Manual, Electrical requirements section)—make sure the plug LED indicator is ON, see image. If needed, reset the GFCI. If it trips again, contact qualified service personnel to inspect the machine and the power provided to unit.</p> <p>Reference Instruction Manual for unit for additional troubleshooting issues for the unit.</p> <p>B. Make sure unit is in a position/location for the device antenna (on top of dome) to receive a cell signal.</p> <p>C. If previous step does not fix the issue, relocate the machine to an area with better cell service. For additional assistance, contact GM Tech Support.</p> <p>D. Make sure Bypass switch is OFF (reference Instruction Manual for unit for Bypass switch location and description).</p>
<p>Device does not accept payment.</p>	<p>A. Device reset needed.</p>	<p>A. Restart the unit (reference Instruction Manual for unit). If device still does not accept payment, contact Gold Medal or Nayax Tech Support.</p>
<p>Cannot see Operators or Machines.</p>	<p>A. Did not press ENTER after selecting from menu.</p>	<p>Make selection from menu. →</p> <p>Press ENTER to populate. →</p> 



Issue	Possible Cause	Solution
<p>Device not working after a setting change in Pulse/ccTalk.</p>	<p>A. Setting change not updated</p> <p>B. Wrong character used to separate entry values.</p>	<p>A. Click Save after a setting change to update the device (refer to Device Settings section of this guide for steps to update settings).</p> <p>Restart the machine to update the device after a setting change is saved.</p> <p>B. Only use a semicolon “;” to separate entries.</p> <p>Recheck your entries (reference the Device Settings section of this guide to review each Pulse/ccTalk entry requirement).</p> <p>Typical errors to look for:</p> <ul style="list-style-type: none"> • A comma or space used to separate values. • A period was used to indicate price—only show price in cents (i.e., for \$4.50 use 450). • An entry value is missing. Recheck each applicable field—make sure the number of values entered matches the number of selection buttons. <p>For additional help, compare the device settings with another “working unit” to help find the issue (reference Compare Two Cashless Devices section of this guide for instructions).</p>
<p>I do not receive a Reimbursement Statement from Nayax.</p>	<p>A. Email address</p>	<p>A. Email contacts for your company were designated during Onboarding and Banking Setup (see Nayax Customer Onboarding and Banking Information Setup sections of this guide).</p> <p>To add or change email contacts after the account is established, you must contact your Nayax account representative.</p>
<p>Purchaser wants a refund.</p>		<p>A. Reference Refund a Transaction section of this guide for instructions.</p>
<p>Invite a New User—allow GM Support to troubleshoot your settings.</p>		<p>A. Reference Gold Medal Technical Service section of this guide.</p>



WARRANTY

Gold Medal Products Co. warrants to the original purchaser each item of its manufacture to be free of defects in workmanship and material under normal use and service. Gold Medal Products Co.'s obligation under this warranty is limited solely to repairing or replacing parts, f.o.b. Cincinnati, Ohio, which in its judgment are defective in workmanship or material and which are returned, freight prepaid, to its Cincinnati, Ohio factory or other designated point. Except for "Perishable Parts" on specific machines, the above warranty applies for a period of two (2) years from the date of original sale to the original purchaser of equipment when recommended operating instructions and maintenance procedures have been followed. These are packed with the machine. Parts warranty is two (2) years, labor is six (6) months.

THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES EXPRESSED OR IMPLIED, AND OF ALL OTHER OBLIGATIONS OR LIABILITIES ON OUR PART, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. **THIS WARRANTY DOES NOT APPLY TO THE EQUIPMENT AND SERVICES RELATED TO THE NAYAX CASHLESS PAYMENT SYSTEM AND GOLD MEDAL EXPRESSLY DISCLAIMS ANY AND ALL WARRANTIES RELATED TO THE SAME.** In no event shall Gold Medal Products Co. be liable for special, incidental or consequential damages. No claim under this warranty will be honored if the equipment covered has been misused, neglected, damaged in transit, or has been tampered with or changed in any way. No claim under this warranty shall be honored in the event that components in the unit at the time of the claim were not supplied or approved by Gold Medal Products Co. This warranty is effective only when electrical items have been properly attached to city utility lines only at proper voltages. This warranty is not transferable without the written consent of Gold Medal Products Co.

The term "Original Purchaser" as used in this warranty shall be deemed to mean that person, firm, association, or corporation who was billed by the GOLD MEDAL PRODUCTS CO., or their authorized distributor for the equipment.

THIS WARRANTY HAS NO EFFECT AND IS VOID UNLESS THE ORIGINAL PURCHASER FIRST CALLS GOLD MEDAL PRODUCTS CO. AT 1-800-543-0862 TO DISCUSS WITH OUR SERVICE REPRESENTATIVE THE EQUIPMENT PROBLEM, AND, IF NECESSARY, FOR INSTRUCTIONS CONCERNING THE REPAIR OR REPLACEMENT OF PARTS.

NOTE: This equipment is manufactured and sold for commercial use only.



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