



# Instruction Manual

## ReadyServe<sup>®</sup> Unit and Base ReadyServe<sup>®</sup> Cashless

Model Series 2785 Series



Model 2785 (002)



Model 2785 (072)



**GOLD MEDAL<sup>®</sup> PRODUCTS CO.**

10700 Medallion Drive, Cincinnati, Ohio 45241-4807 USA





# Table of Contents


<b>SAFETY PRECAUTIONS</b> .....	<b>3</b>
<b>INSTALLATION INSTRUCTIONS</b> .....	<b>5</b>
Inspection of Shipment .....	5
Model Description .....	5
Initial Setup.....	6
Coil and Corn Tray Removal (Installation).....	8
Filling the Bag Dispenser (ReadyServe Cashless only).....	8
Optional Mounting – Countertop or Base (for ReadyServe unit with legs).....	9
Electrical Requirements .....	11
Topping Installation (for units equipped with topping dispense).....	12
<b>OPERATING INSTRUCTIONS</b> .....	<b>13</b>
Controls and Their Functions.....	13
Adjusting the Set Temperature.....	14
<b>Cashless Payment System (if equipped)</b> .....	<b>15</b>
<b>Operating Instructions</b> .....	<b>16</b>
ReadyServe Operating Instructions .....	16
Analog Control Units .....	16
Digital Control Units .....	16
ReadyServe Cashless Operating Instructions.....	17
<b>Care and Cleaning</b> .....	<b>18</b>
<b>Troubleshooting</b> .....	<b>21</b>
<b>—THE FOLLOWING SECTIONS ARE FOR QUALIFIED SERVICE PERSONNEL ONLY—</b> .....	<b>24</b>
<b>MAINTENANCE INSTRUCTIONS</b> .....	<b>24</b>
<b>ORDERING SPARE PARTS</b> .....	<b>25</b>
Replacing Broken Glass.....	25
Sign Options.....	25
Cabinet Exterior – Front View.....	27
ReadyServe - Rear and Top Interior View .....	28
ReadyServe Cashless - Rear and Top Interior View.....	29
Analog Control View – Units with Topping Dispenser .....	30
Digital Control View .....	31
2785 (000) Cabinet Interior – Corn Tray and Topping Dispenser .....	32
2785 (002) Cabinet Interior – Corn Tray and Divider.....	34
2785 (072) Cashless – Cabinet Interior – Corn Tray and Divider .....	36
Crisper Blower Assembly.....	38
Safety Labels and Accessories .....	38
Model 2779 Series Base - Parts Breakdown .....	39
<b>Wire Diagram</b> .....	<b>41</b>
<b>———— NAYAX CASHLESS PAYMENT SYSTEM QUICK REFERENCE GUIDE ————</b> .....	<b>45</b>
<b>WARRANTY</b> .....	<b>59</b>





# SAFETY PRECAUTIONS

	<b>⚠ DANGER</b>
	<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>

	<b>⚠ DANGER</b>
	<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>



	<b>⚠ WARNING</b>
	<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>



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



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

	<b>⚠ WARNING</b>
	<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 <a href="http://gmpopcorn.com">gmpopcorn.com</a> or write to Gold Medal Products Co., 10700 Medallion Drive, Cincinnati, OH 45241 USA 1-(800)-543-0862</p> <p>022_060215</p>



	 <b>WARNING</b>
	Only personnel trained and experienced in the equipment operation may operate this equipment. <small>012V_012221</small>

	 <b>WARNING</b>
	This machine is NOT to be operated by minors. <small>007_010914</small>

	 <b>CAUTION</b>
	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. <small>039_080614</small>

**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](http://gmpopcorn.com) or write to Gold Medal Products Co., 10700 Medallion Drive, Cincinnati, OH 45241 USA 1-(800)-543-0862.

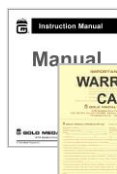
## Model Description

ReadyServe is a popcorn staging cabinet/dispenser, reference model descriptions below.

- 2785-00-000: ReadyServe**, countertop unit on 4" (10.2 cm) legs, analog control for popcorn crisping system, topping dispenser, clear doors; base not included.
- 2785-00-002: ReadyServe**, countertop unit on 4" (10.2 cm) legs, dual digital controls for popcorn crisping system, cabinet divider, clear doors; base not included.
- 2785-00-072: ReadyServe Cashless**, with a Nayax payment system; dual digital controls for popcorn crisping system, cabinet divider, stainless steel doors; unit mounted on a base with bag dispenser included.
- 2779-00-010: ReadyServe Base** option with drip tray and insert (for units **with** a topping dispenser); has casters and (2) 28 qt. wastebaskets for dispense debris.
- 2779-00-011: ReadyServe Base** option; no drip tray or insert (for units **without** a topping dispenser); has casters and (2) 28 qt. wastebaskets for dispense debris.

## Items Included with Unit

### ReadyServe Unit includes:



**Instruction Manual**

**Registration  
Warranty Card**



**Aluminum Scoop**  
(PN 2071)



**Cleaning Bracket** (PN 12594)  
Included with Model 2785 (000)  
only; used for cleaning, (see  
Cleaning and Care section.)

### ReadyServe Base includes:



**Bolt** (PN 20051) (x4)



**Washer** (PN 89780) (x4)



## Initial Setup

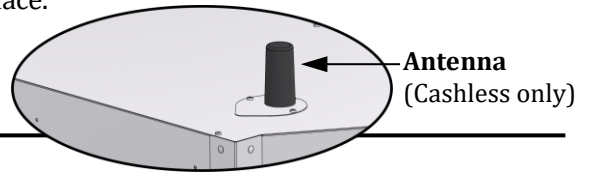
General images shown for reference only.

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

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

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



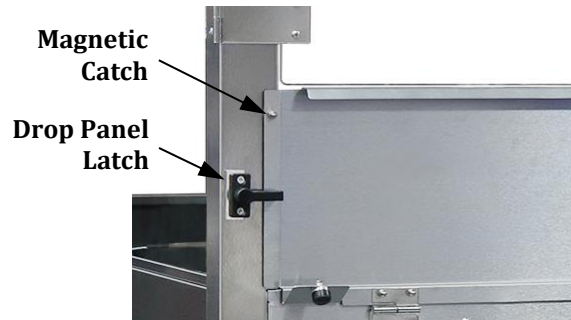
4. The drop panel on hinges can be latched (or folded down and removed) for access to the corn trays, coil assembly, or divider (if equipped), see description below.

For units not equipped with a divider, Model 2785-DIV Divider Kit is available for purchase separately to divide the cabinet interior into two compartments.

### ReadyServe

#### To remove the drop panel:

Open both panel latches (see image), fold the panel down, then slide it off the hinges.



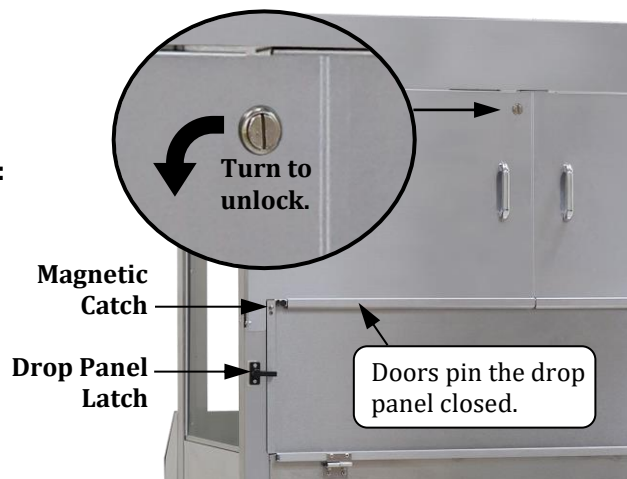
### ReadyServe Cashless

The door and drop panel can be locked to help prevent product tampering.

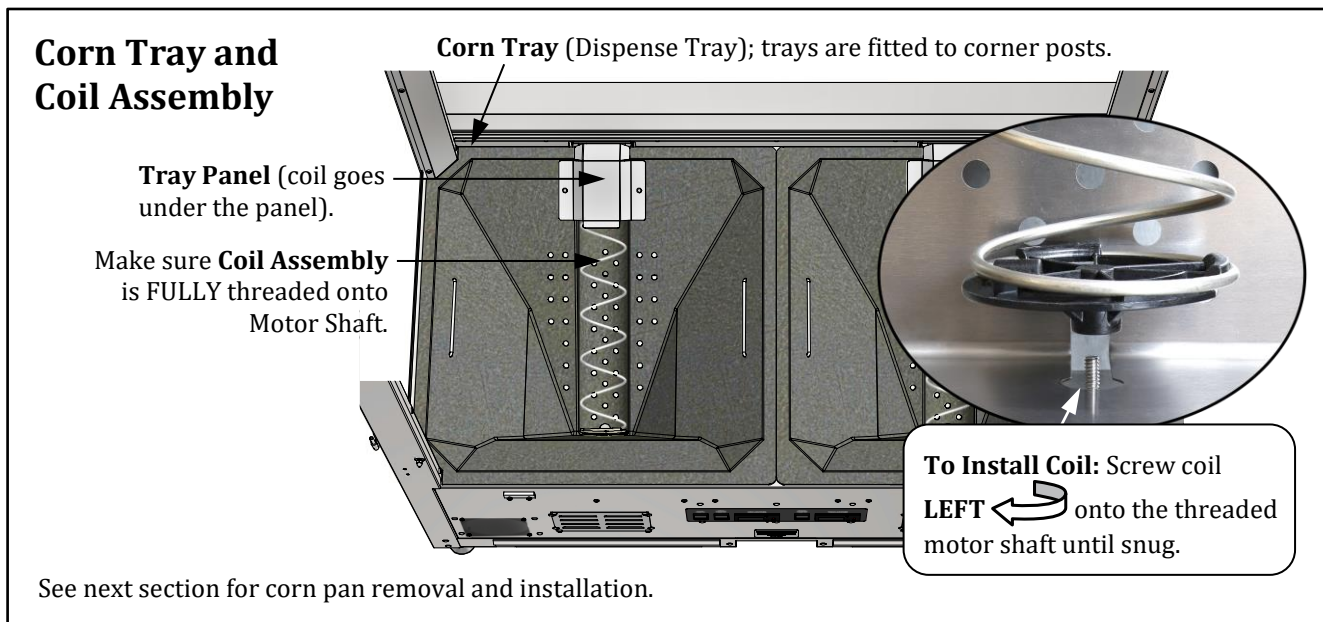
#### To unlock doors and remove the drop panel:

- a) Use a flat object—turn door lock CCW to unlock door.
- b) Open both doors (doors pin drop panel closed).
- c) Open both drop panel latches.
- d) Fold the hinged panel down.
- e) Slide panel off hinges.

**Reassemble** in reverse order.

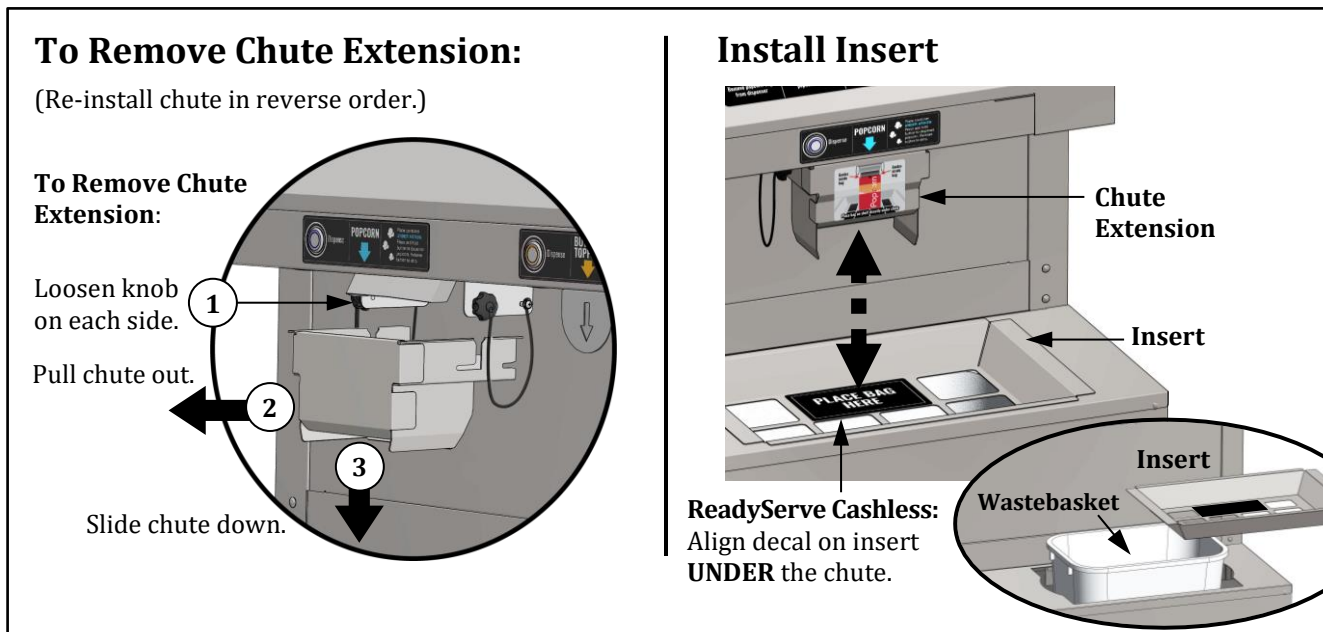


5. Make sure the Corn Tray and Coil Assembly are in position for use (see image below).



6. **Chute Extension:** Make sure each chute is in position for use (see instructions below)—**remove chute extension to remove the wastebasket.**

**ReadyServe Cashless:** Wastebaskets and Inserts must be in the correct position (see below).



7. **ReadyServe Cashless:** Route power cord through hole in base. Reference Electrical Requirements section to plug unit in.
8. **ReadyServe Cashless:** The cashless device settings must be customized. When unit installation is complete, see Operating Instructions for information on the Controls and Cashless System.

9. After initial setup, the unit should be cleaned (see Care and Cleaning section).
10. **Model 2785 (000):** Load a box of topping (see Topping Installation section).  
**ReadyServe Cashless:** Load the bag dispenser (see Filling the Bag Dispenser section).

## Coil and Corn Tray Removal (Installation)

**Tray Panel**      **Coil Assembly Threaded Insert**      **Trays are fitted to corner posts.**

**Handle**

**Unscrew**

**Tray opening for motor shaft.**

1. **Remove Coil:** Unscrew coil **RIGHT** to remove it from the threaded motor shaft.
2. Slide coil down and out from under tray panel.
3. Lift out the corn tray using both handles.

4. Insert corn tray—fit tray over motor shaft, see image above.
5. Reinstall coil assembly (screw coil **LEFT** onto threaded motor shaft until snug).

**Reinstall Corn Pans**

## Filling the Bag Dispenser (ReadyServe Cashless only)

The Bag Dispenser is sized to fit Gold Medal 2209E bags (bags sold separately).

**Lid**      **Lock**      **Bottom of bag.**      **Dispense Slot**

1. Remove lid to load bags (unlock if needed—use a flat object to turn lock).
2. Lay bags flat to stack neatly, bottom of bag must face slot opening.  
**Do not** stack bags tightly or it can cause bag dispense issues.
3. Replace lid (lock lid to help prevent tampering).

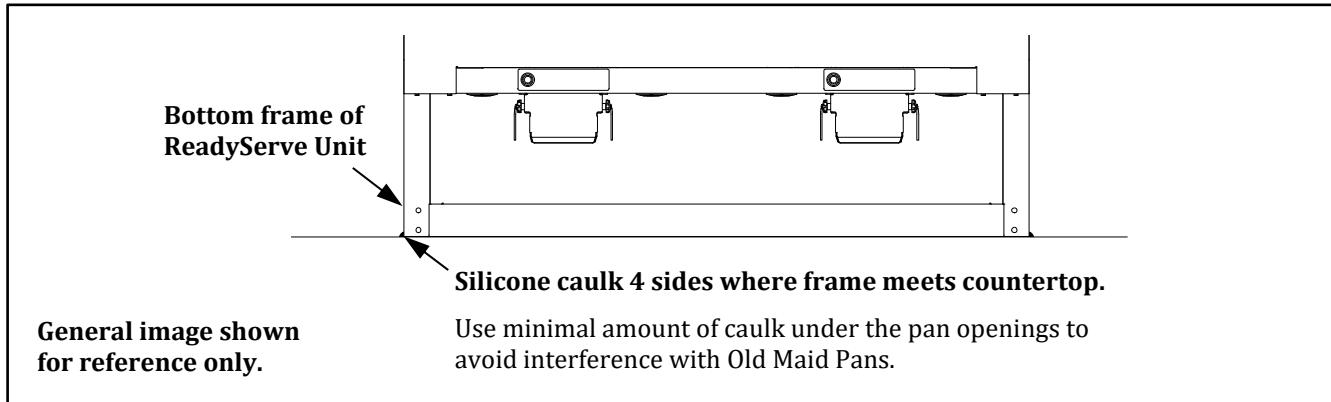
General reference images shown; bag style may vary.



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

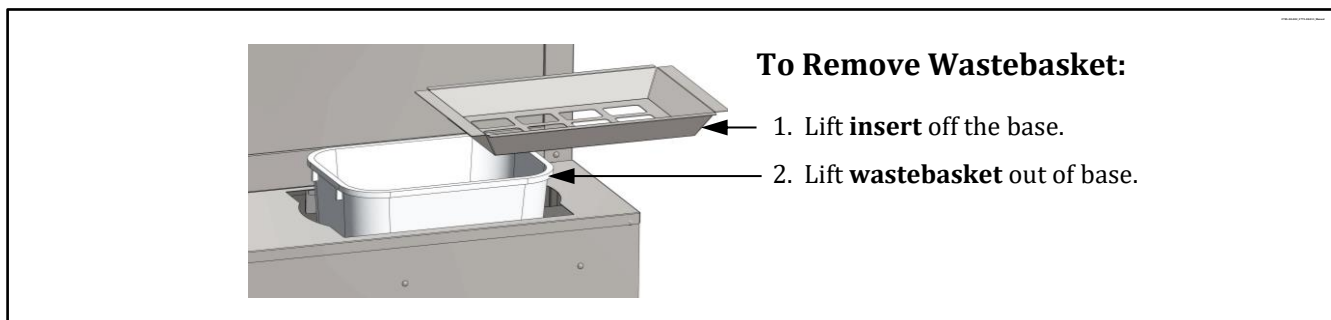
### Mount Unit on Countertop:

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 2779 Base:

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



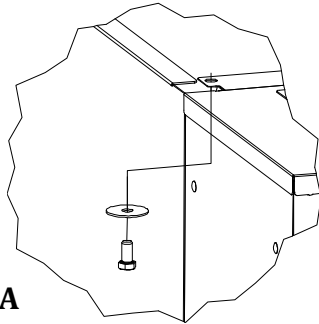
1. **Install the ReadyServe Unit:** Remove (4) legs from unit (turn legs CCW to remove). Position unit on base so debris wastebasket is under dispenser—**before final alignment**, feed power cord into base through grommet provided, see illustration below.
2. Use leg holes to secure unit to base with hardware provided (see illustration below).  
Insert a bolt and washer up through the hole in the base and into the leg hole of the unit until snug. Repeat for each corner, then tighten all 4 bolts to secure.
3. Remove the ReadyServe's chute extension to reinstall the wastebasket and insert (reference Setup section for instructions to remove chute).
4. Reinstall chute extension(s).



5. Securely plug the ReadyServe power cord into the receptacle in the base. Reference the Electrical Requirements section to plug in the power cord routed from the base.

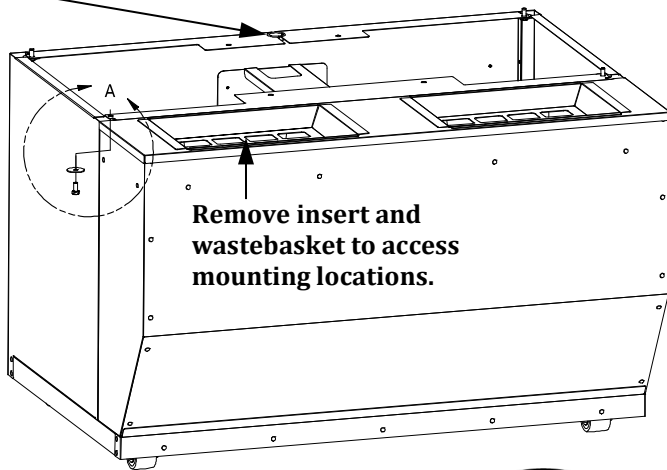
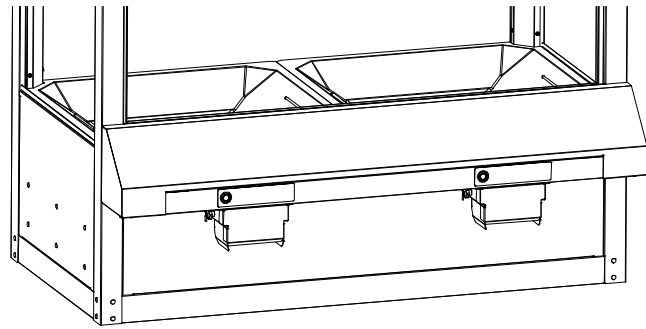
## Install ReadyServe Unit

**Power Cord location**  
(if grommet is removed to route power cord into base, make sure it is reinstalled).



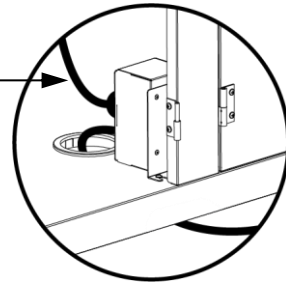
**Detail A**

**Corner Mounting Hardware:**  
(4) 3/8-16 X 3/4 Hex Head  
(4) Flat Washers



**Remove insert and wastebasket to access mounting locations.**

**Unit plugs into receptacle in base.**





General image shown for reference only.



## Electrical Requirements

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

**120 V~, 60 Hz**

	 <b>DANGER</b>
	<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.

	 <b>CAUTION</b>
	<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>



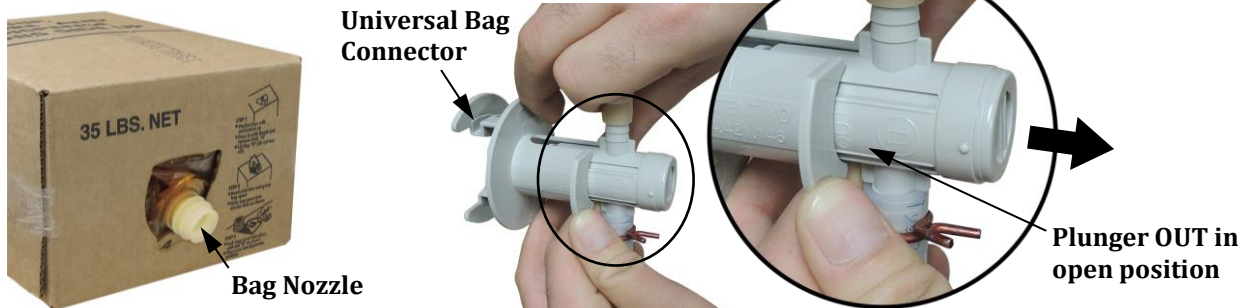
## Topping Installation (for units equipped with topping dispense)

Use one 35 pound box of topping for this unit.

**IMPORTANT:** DO NOT attempt to operate this system with a bag which has been removed from the box. This product is not intended for use with volatile food products (i.e., real butter).

1. Open oil access door on operator side of unit.
2. Load a box of pre-heated topping onto the rack. Gold Medal's Backroom Warmer (2262 Series) may be purchased for pre-heating the topping.  
Mount the box in the rack so the topping bag nozzle is located towards the bottom of the box to permit a free flow of the topping from the bag.
3. Remove the cardboard cutout on the box to expose the bag nozzle, and then remove the cap from the bag nozzle.
4. Attach the Universal Bag Connector (from the rack assembly) to the bag nozzle as shown below. Once oil is connected, the unit is ready for use.

### Steps to Attach the Universal Bag Connector



**Step 1:** Pull the Universal Bag Connector's plunger out until it clicks into the open position.



**Step 2:** Grasp the Bag Nozzle and slide the Bag Connector on from the side.



**Step 3:** With the hose connector in place, press plunger forward to lock.



**Step 4:** Connector shown with plunger fully forward in lock position.

# OPERATING INSTRUCTIONS

## Controls and Their Functions

**Operator Side (Switches/Controls)**

**Main Power**      **Heat Control**      **Main Power**      **Left Heat Control**      **Right Heat Control**

**Crisper Power**      **Left Crisper Power**      **Right Crisper Power**      **Bypass Payment (Cashless only)**

**Analog Control 2785 (000)**      **Digital Controls**

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**Customer Side (Dispense Buttons)**

**Popcorn Dispense**      **Topping Dispense (if equipped)**      **Popcorn Dispense**

**Payment System (Cashless Unit only)**

General images shown, actual view may vary.

### MAIN POWER SWITCH

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

### CRISPER SWITCH (Left & Right)

ON/OFF rocker switch - supplies power to the blowers and to the heat controls for the popcorn crisper system (separate switches control left side and right side of unit).

**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.

### HEAT CONTROL KNOB - Model 2785 (000) only

Analog Control adjusts the temperature of the heating elements for the popcorn crisper system from OFF to HIGH. Turn the knob clockwise to increase temperature; turn knob counterclockwise to decrease temperature.

### DIGITAL HEAT CONTROL (Left & Right) – for Cashless and 2785 (002) Digital Display Models only.

Digital Heat Control adjusts the temperature of the heating element for the popcorn crisper system and displays the interior cabinet temperature; factory preset to 110°F (43°C). Model 2785 (002) has separate digital controls for RH and LH side of unit.

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



### TOPPING DISPENSE BUTTON - Model 2785 (000) only.

Lighted Push Button Switch – Press and hold button to dispense butter flavored topping. Release button to stop dispensing topping.

**1 AMP Fuse:** The topping dispenser pump (if equipped) has a 1 AMP fuse to protect it from an overload condition (reference the Troubleshooting section).

### POPCORN DISPENSE BUTTON

**ReadyServe:** 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 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 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.

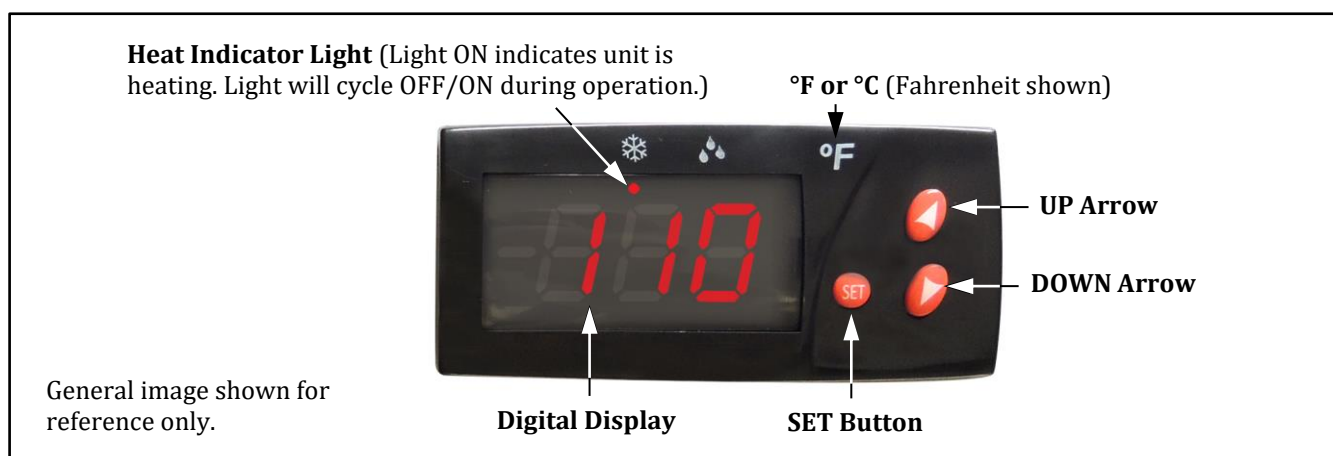
### PAYMENT SYSTEM (ReadyServe Cashless only)

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 page, Cashless Payment System for additional information.

## 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).



# 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 (minimum 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.

**RH / LH Selections shown**  
(4) selections possible (2 for each dispense button)



Device view may vary.

**Dispense Button**  
(LED blinks to indicate activation)



# Operating Instructions

## ReadyServe Operating Instructions

The ReadyServe unit is easy to use and provides a convenient, sanitary way for customers to self-serve portions of popcorn. Reference the **Analog Control** or **Digital Control** instructions below to operate the unit.

### Analog Control Units



1. Turn Main Power Switch ON
2. Turn Crisper Switch ON—adjust Heat Control Knob as needed to maintain desired popcorn temperature for serving.

**Note:** When the Heat Control is turned OFF, the blowers will still operate with the Crisper Switch ON.

3. Load unit with popped popcorn (sift the popcorn in the popper prior to loading it in the unit).
4. Hold an empty popcorn container under the dispense chute to receive popcorn; press Dispense Button for desired amount of corn.
5. **To add Butter Flavored Topping** - Hold container of popcorn under topping dispenser, then press and hold Topping Dispense Button for desired amount of topping. (For first use of the day, it may take a few seconds to completely fill the tube and dispense topping.)



### Digital Control Units

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



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. Hold an empty popcorn container under the dispense chute to receive popcorn; press Dispense Button for desired amount of corn.





# ReadyServe Cashless Operating Instructions

See previous page for ReadyServe Instructions.

The ReadyServe Cashless unit provides a convenient, sanitary way for customers to self-serve portions of popcorn.

## 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.
 

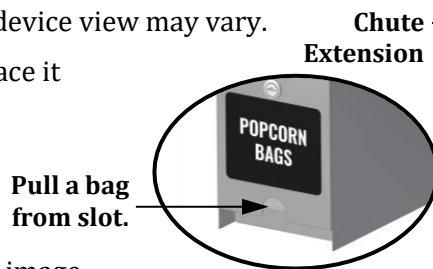
**Note:** After filling an empty unit, prime coil assembly for use.  
Turn Bypass Payment Switch ON; press dispense button until corn starts to dispense, then **turn Bypass Switch OFF**.
4. Lock cabinet access doors as needed.



## User Operation

General images shown for reference, actual device view may vary.

1. Pull a bag from the bag dispenser and place it around the Chute Extension as shown.



2. Select an option on the touch screen, see image.
3. Present payment (device requirements may vary):



**Note:** Step 2 and 3 can be interchanged.

4. After payment is processed, the corresponding Dispense Button light blinks.
5. 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.
6. 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

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

	<b>⚠ WARNING</b>
	<p>To avoid serious burns, DO NOT touch the kettle while it is hot! 028_082715</p>


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

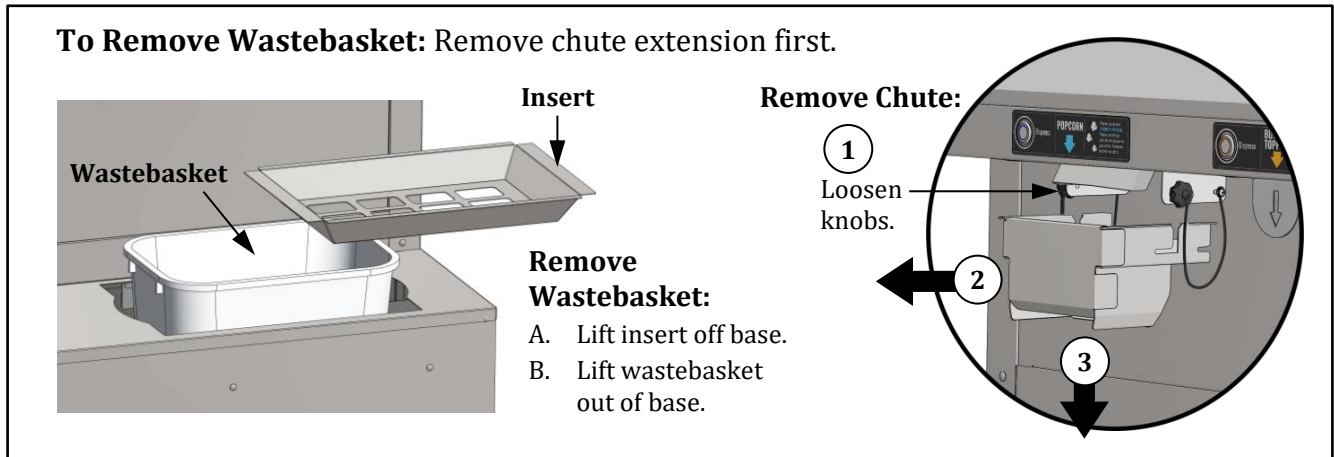
For surfaces needing further cleaning or degreasing, Watchdog Stainless Cleaner (Item No. 2088) or Watchdog Concession Equipment Degreaser (Item No. 2580) is available for use accordingly. For any cleaning products used, follow the manufacturer's instructions on the product. **DO NOT use oven cleaners 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) Lower or remove the 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 topping drip pan and insert (if equipped) and take them to the sink to clean with soap and water, then rinse and dry.
    - 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.

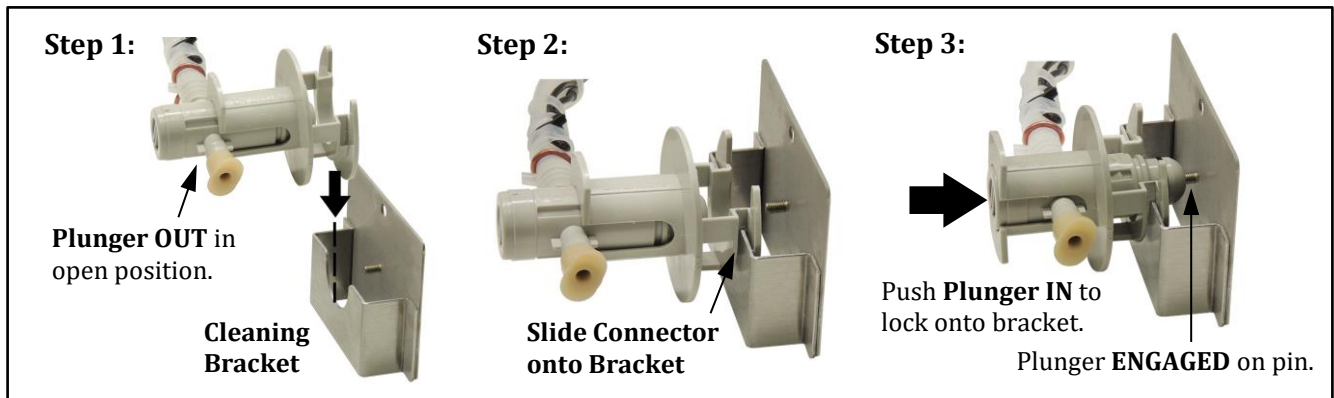


- Wipe clean the area above the corn pans and exterior surfaces using a clean, SLIGHTLY damp cloth (cloth may be SLIGHTLY dampened with soap and water, then wipe again with clean water to remove any remaining cleaner).
- Clean glass panels with glass cleaner. Gold Medal Watchdog Glass Cleaner (Item No.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

## Sanitizing the Tubing and Pump (if equipped)

Items Needed: **(2) Empty Pails, (1) Cleaning Bracket** (Item No. [12594](#))  
**Gold Medal Chlor-Tech Sanitizer** (Item No. [1109](#))  
**Medium Size Container** (for priming unit)

- Make sure the unit has cooled completely before attempting to clean.
- Fill a clean bucket half-full with hot water and Gold Medal Chlor-Tech Sanitizer (reference instructions on sanitizer container for appropriate amount).
- Disconnect Universal Bag Connector from topping bag and connect it to cleaning bracket as shown below. **Make sure the plunger is engaged on pin.**



- Place hose with cleaning bracket into pail of sanitizing solution.
- Place an empty pail under dispensing spout to receive cleaning solution pumped through unit.

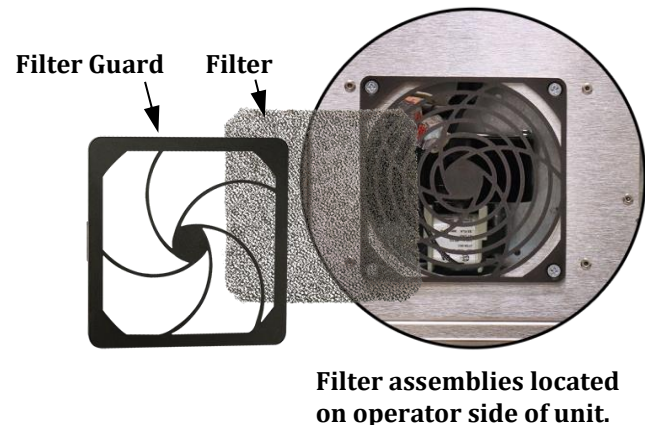
6. Use the Topping Dispense Button to dispense solution until tubes are clean and free of topping.
7. When pumping is complete, discard dirty solution, clean the pail, and refill with clean hot water.
8. Remove hose with bracket from solution pail and place it in the hot water.
9. Place an empty pail under spout.
10. Use the Topping Dispense Button to dispense hot water until tubes are clean and free of sanitizer.
11. When cleansing is complete, remove pail from dispenser.
12. Remove hose with bracket from hot water, disconnect bracket, and wipe hose and bag connector dry.
13. Reconnect dispenser to bag of topping.
14. Purge and prime the system – hold a medium sized container under dispenser spout; press the Topping Dispense Button to dispense topping until all water has been purged and tubes are primed with topping. After cleaning, always discard the topping dispensed in priming.
15. Sanitize cleaning items for next use.

## Crisper/Blower Filters

Clean the Crisper/Blower filters weekly (or as needed) following the instructions below.

### To Remove Filter:

1. Turn machine OFF, unplug unit and allow it to cool before attempting to remove filter.
2. Remove each filter guard from the filter assembly (reference image shown).
3. Lift filter out and clean using warm soapy water (or replace if needed).
4. Rinse filters thoroughly and allow to dry before reinstalling.



## 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 tray 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 tray, and coil assembly.



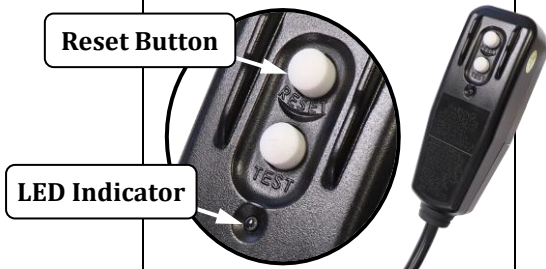
# Troubleshooting

**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
<b>No Power to the Unit</b>	A. No Power to the Unit	A. Make sure the Main Power Switch is ON.  Make sure the ReadyServe (countertop unit) power cord is securely plugged into the wall outlet.  <b>ReadyServe with a base</b> —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.
	B. ReadyServe Cashless GFCI tripped	B. <b>ReadyServe Cashless Unit</b> 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.
<b>No Popcorn Dispensed</b>	A. Popcorn Dispense Button/Motor	A. Make sure the Main Power Switch is ON to supply power to the Dispense Button.  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.
	B. Coil Assembly not installed correctly	B. Reference Initial Setup section for instructions to properly install coil assembly on motor shaft.
	C. Dispense Chute	C. Make sure the dispense chute opens freely to allow coil assembly to dispense popcorn.
<b>No Topping Dispensed (if applicable)</b>	A. Pump is operating, but topping is not dispensed.	A. Check to make sure the topping supply is not low.
	B. Pump Fuse	B. Check the 1 AMP Fuse located above the topping pump, replace if needed (remove the corn trays to access fuse). If replaced and it blows again, have a qualified service person inspect/repair the unit.







Issue	Possible Cause	Solution
	C. Topping Dispense Button/Motor	C. Make sure the Main Power Switch is ON to supply power to the Dispense Button. Check if the Dispense Button LED is ON. If the LED is ON, and topping does not dispense when the button is pushed, the button or the motor may be faulty, contact qualified service personnel for inspection/repair.
<b>Heat Shuts Off Before Reaching Set Point</b>	A. High Limit	A. Possible high limit issue, contact qualified service personnel for inspection/repair.
<p><b>ANALOG CONTROL</b></p> <p><b>Unit Does Not Heat</b> (or heats poorly)</p>	<p>A. Heat Control not ON</p> <p>B. Heat Control/Element</p> <p>C. Blower not working (blower fuse, if equipped)</p> <p>D. Heat Control setting</p>	<p>A. Make sure the Crisper Switch and the Heat Control are BOTH turned ON.</p> <p><b>Note:</b> With the Heat Control OFF, the blowers will still operate with the Crisper Switch ON.</p> <p>B. The Heat Control turns on the elements. If Heat Control is ON, but unit does not heat, the control may be faulty. If unit heats poorly, an element may be faulty, contact qualified service personnel for inspection/repair.</p> <p>C. If Crisper Switch is ON, but blower does not turn ON, the blower may be faulty, or a fuse may be blown—only 220-240V units have a blower fuse (located in blower box—fuse to be accessed by <b>Qualified Service Personnel only</b>). The element may heat initially, then get shut off by the high limit thermostat, contact qualified service personnel for inspection/repair.</p> <p>D. If cabinet is not heating enough, check the heat control setting; adjust as needed.</p>
<p><b>DIGITAL CONTROL</b></p> <p><b>Unit Does Not Heat</b> (or heats poorly)</p>	<p>A. Digital Heat Control not ON</p> <p>B. Blower not working (blower fuse, if equipped)</p>	<p>A. Make sure the Crisper Switch is ON - the blower and digital display should turn ON. If the digital display does not turn on, the control may be faulty, contact qualified service personnel for inspection/repair.</p> <p><b>Note:</b> If the digital control is not working, the blowers will still operate with the Crisper Switch ON.</p> <p>B. If Crisper Switch is ON, but blower does not turn ON, the blower may be faulty, or a fuse may be blown—only 220-240V units have a blower fuse (located in blower box—fuse to be accessed by <b>Qualified Service Personnel only</b>). The element may heat initially, then get shut off by the high limit thermostat, contact qualified service personnel for inspection/repair.</p>









—THE FOLLOWING SECTIONS ARE FOR QUALIFIED SERVICE PERSONNEL ONLY—

## MAINTENANCE INSTRUCTIONS

	 <b>DANGER</b>
	<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>

	 <b>DANGER</b>
	<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>

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

	 <b>CAUTION</b>
	<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](mailto:info@gmpopcorn.com)  
Web Page: [gmpopcorn.com](http://gmpopcorn.com)

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## Replacing Broken Glass

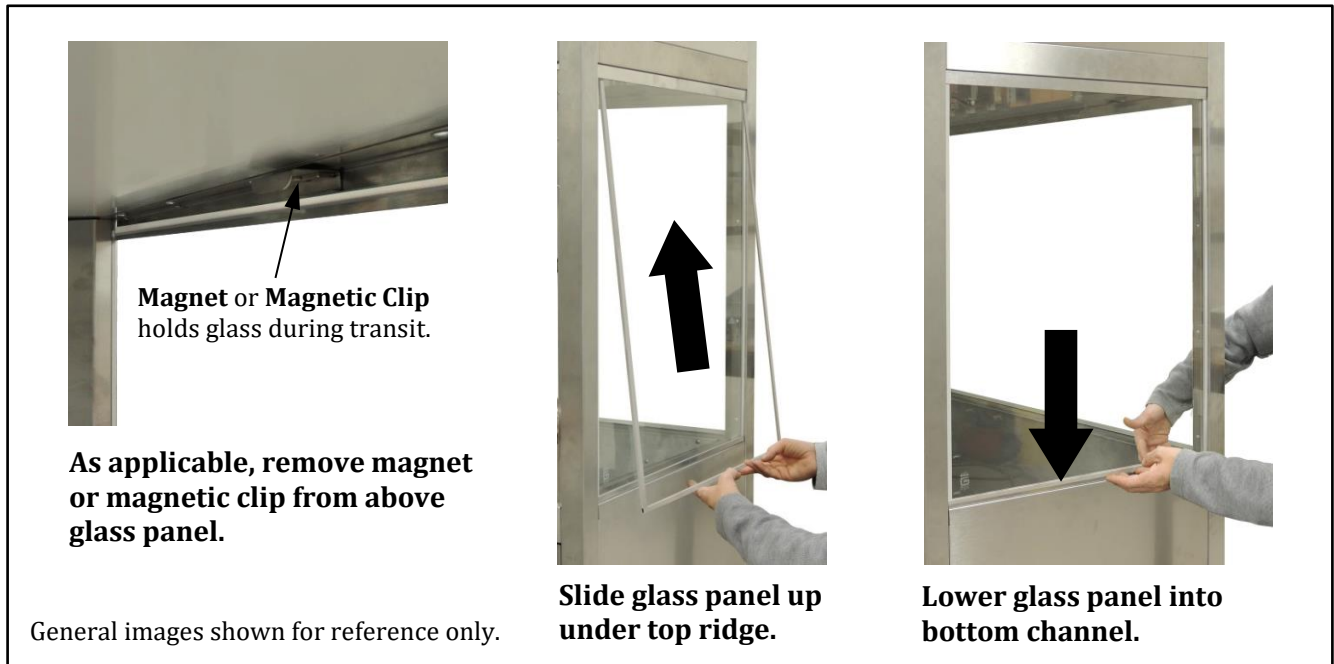
Broken glass panels can be easily replaced. Gold Medal Products Co. does not ship glass. It can be obtained from a local glass shop and always purchase tempered glass.

### GLASS DIMENSIONS (Height x Width x Thickness)

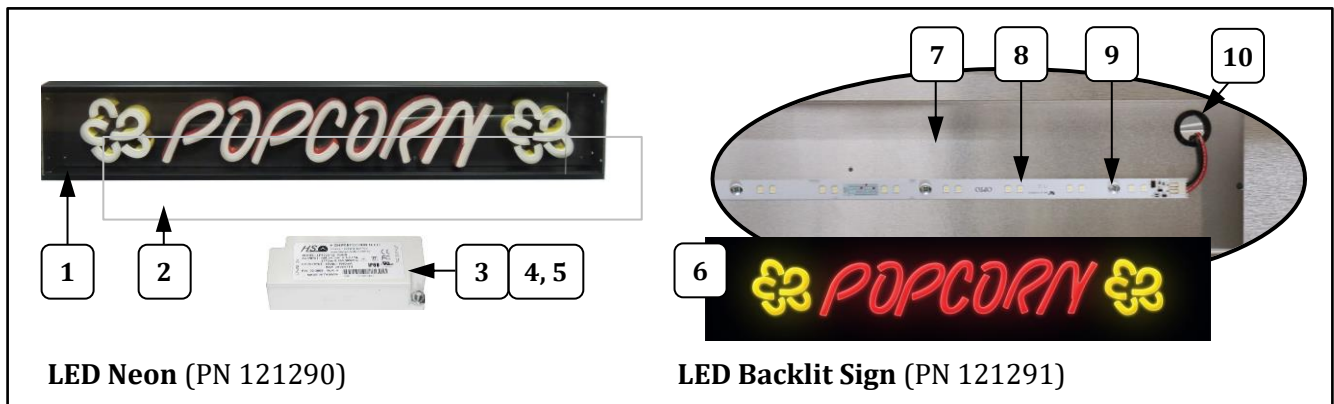
**Front Glass:** 26.125" x 43.875" x .125"

**Side Glass:** 28.125" x 19.875" x .125" (2 Pieces)

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.



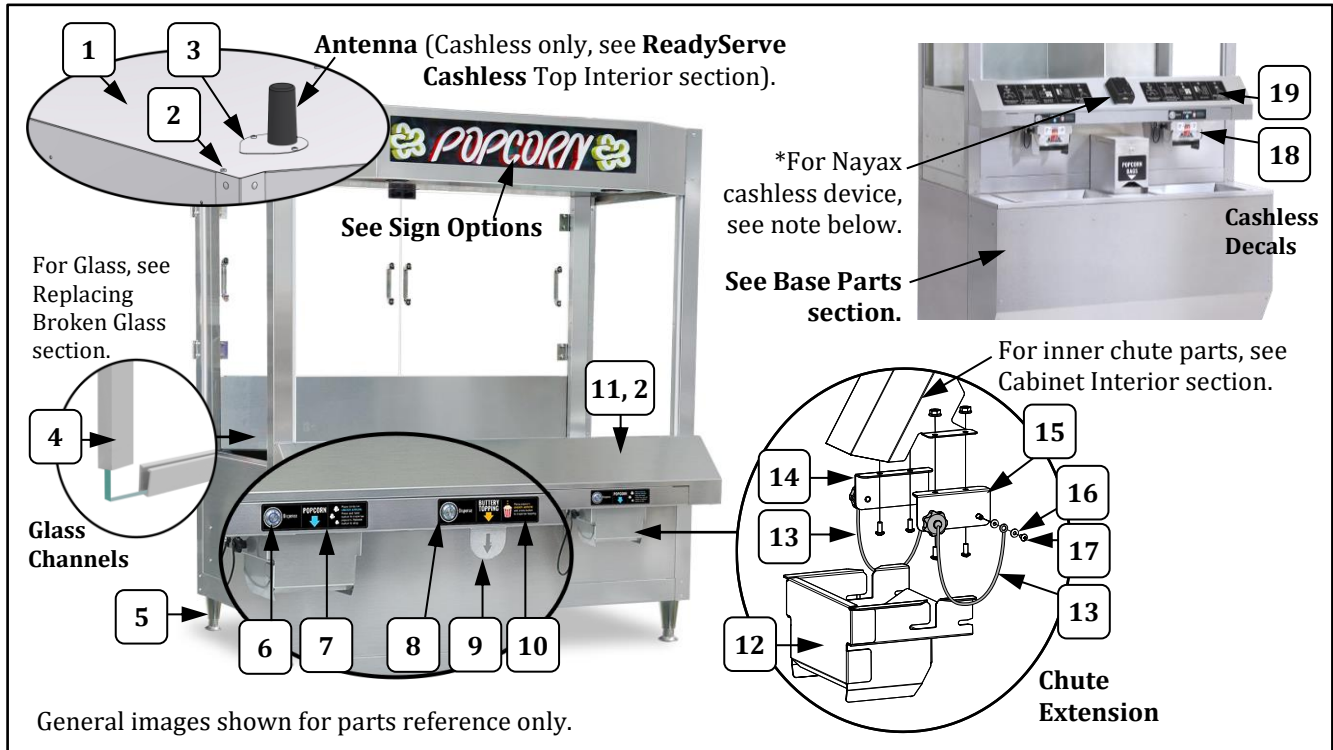
## Sign Options



Item	Part Description	Part Number	
		121290	121291
1	LED POPCORN SIGN	69707	
2	CLEAR SIGN PANEL	114138	
3	POWER SUPPLY, 12VDC/20W	55231	
4	6-32 X 3/8 PHIL PAN M/S	39000	
5	6-32 GRIP NUT ZINC PLATED	47517	
6	POPCORN SIGN, NEON		11836NEON
7	LED PANEL (back plate)		114750
8	LED STRIP COOL WHITE		55379
9	SCREW #8-32X3/8 PAN HD PH		74141
10	BUSHING, SNAP .500 IN		47236



## Cabinet Exterior – Front View

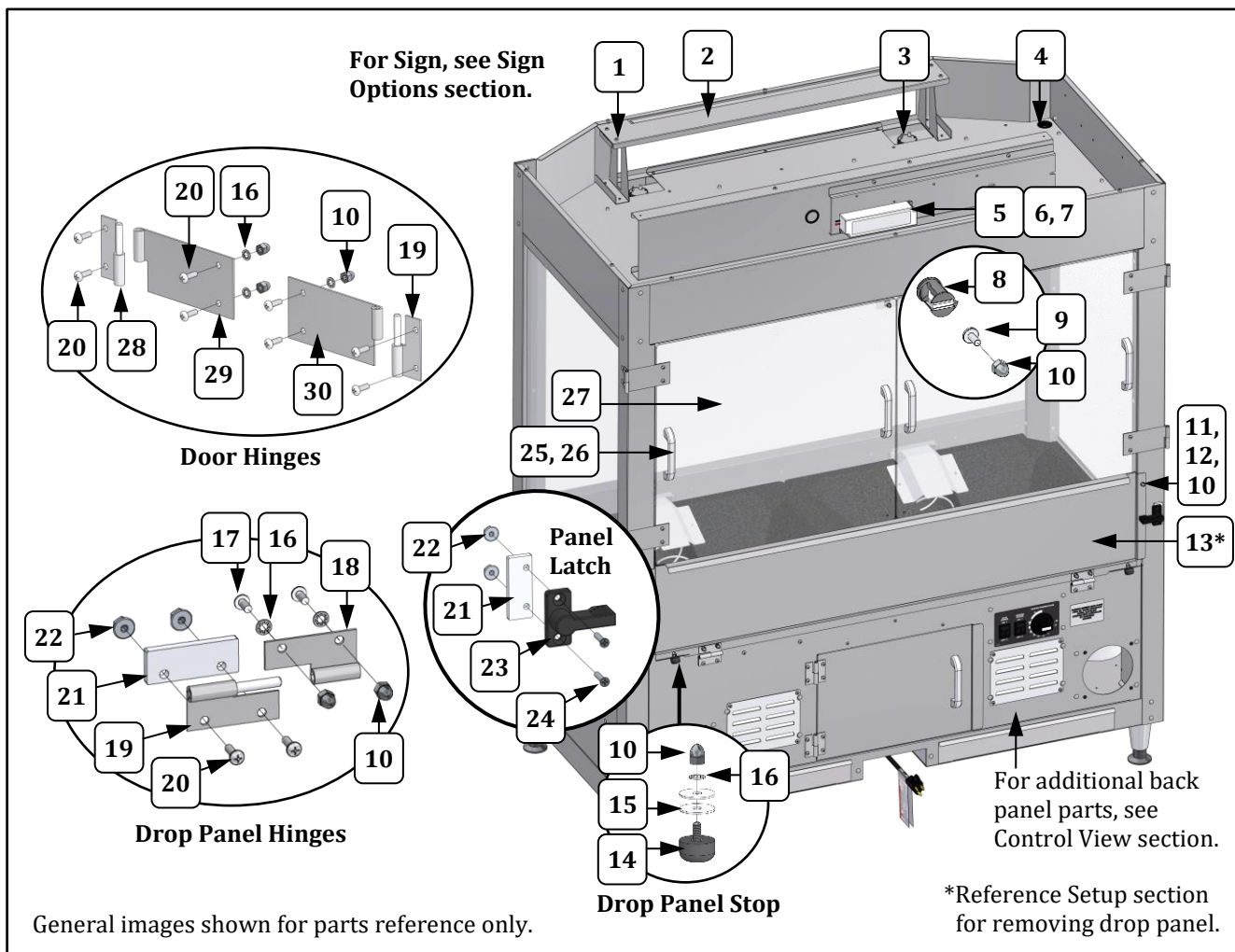


**\* Note:** Nayax Cashless Device Replacement—Generally, device issues are setting related, so the device may not need replacement. See the Troubleshooting section in the Nayax Quick Reference Guide at the end of this manual or contact GM Tech Support for assistance.

Item	Part Description	Part Number		
		2785-00-000	2785-00-002	2785-00-072
1	TOP COVER	114141	114141	114141
2	SCREW #8-32X3/8 PAN HD PH (fastens Top Cover)	74141	74141	74141
3	ANTENNA COVER, HIGH GAIN (has hole for antenna)			114862HG
4	GLASS CHAN 26 1/8 (for side edges of <b>front</b> glass)	61036	61036	61036
	GLASS CHAN 43.125 (for top & bottom edges of <b>front</b> glass)	115314	115314	115314
	GLASS CHANNEL 27 3/8 (for side edges of <b>side</b> glass)	100654	100654	100654
	GLASS CHAN 19.875 (for top & bottom edges of <b>side</b> glass)	115304	115304	115304
5	NSF LEG 4IN NON-SKID	114209	114209	
6	PUSHBUTTON 24V BLUE RING	114957	114957	114957
7	POPCORN DISPENSE LABEL	114128	114128	114128
8	PUSHBUTTON 12V ORANG RING	114956		
9	SPOUT INDICATOR	77890		
10	BUTTER DISPENSE LABEL	114267		
11	SHROUD COVER	114127	114127	121296
12	CHUTE EXTENSION ASSEMBLY	121031	121031	114986
13	KNOB WITH LANYARD, 8-32	121059	121059	121059
14	CHUTE MOUNT BRACKET, LH	114984	114984	114984
15	CHUTE MOUNT BRACKET, RH	114983	114983	114983
16	4-40 X 5/16 PH TRUSS HD (fastens lanyard end of knob)	121060	121060	121060
17	.125 ID SS WASHER	67820	67820	67820
18	CHUTE DECAL			121086R
19	CASHLESS DIRECTIONS DECAL			114764



## ReadyServe - Rear and Top Interior View

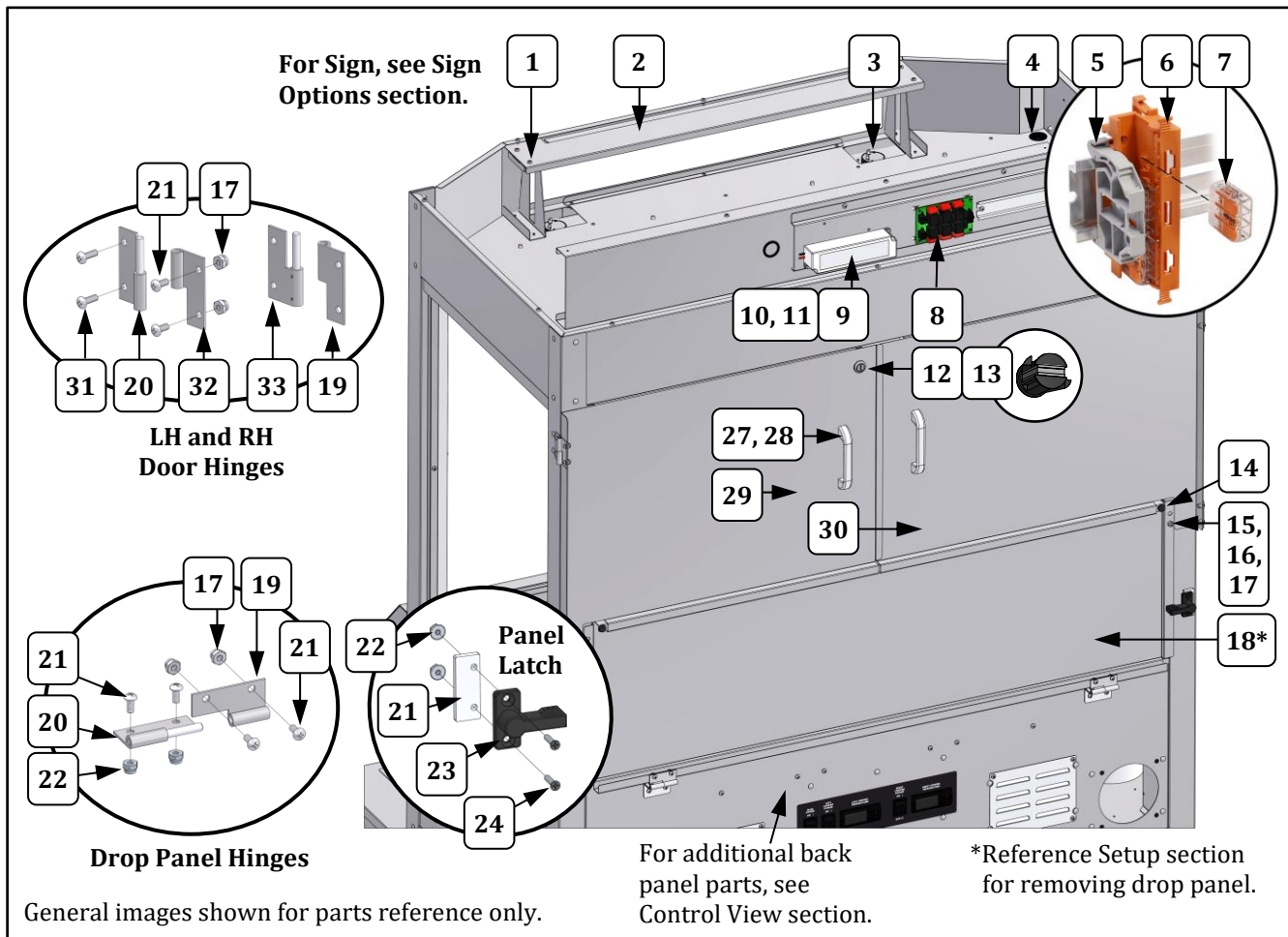


Item	Part Description	Part Number
		2785 (000, 002)
1	SCREW #8-32X3/8 PAN HD PH	74141
2	SIGN RETAINER	114140
3	LED LIGHT 800 LUMENS	55590
4	BUSHING, SNAP 1.125 IN	82221
5	POWER SUPPLY 24VDC 60W	55586
6	6-32 X 1/2 PHIL PAN M/S	42237
7	6-32 GRIP NUT ZINC PLATED	47517
8	MAGNETIC CATCH	16141
9	TEE BOLT #8-32X3/8 ZP	75267
10	HIGH CROWN ACORN NUT	100560
11	MAGNET, PLASTIC COAT, SQR	120253
12	8-32X3/8 FL HD PH MS	20065
13*	BACK PANEL (Drop Panel)	114628
14	RUBBER BUMPER/FOOT	87247
15	CORN TRAY FENDER WASHER	77882

Item	Part Description	Part Number
		2785 (000, 002)
16	#8 INT. TOOTH L/W 410SS	12132
17	8-32 X 3/8 PAN HD PH M/S	12389
18	FEMALE HINGE RIGHT	41354
19	MALE HINGE SHORT RIGHT	41350
20	8-32 X 1/2 PHIL PN M/S SS	42226
21	HINGE SPACER	114460
22	8-32 SERRATED FLANGE NUT	61151
23	TURN LATCH	121027
24	8-32 X 3/4 PHIL FLAT M/S	47125
25	DRAWER HANDLE	87420
26	10-24 X 1/2 PH TRUSS M/S	42826
27	DOOR ACRYLIC PANEL	114233
28	MALE HINGE SHORT LEFT	41349
29	FEMALE HINGE LONG LEFT	41352
30	FEMALE HINGE LONG RIGHT	41351



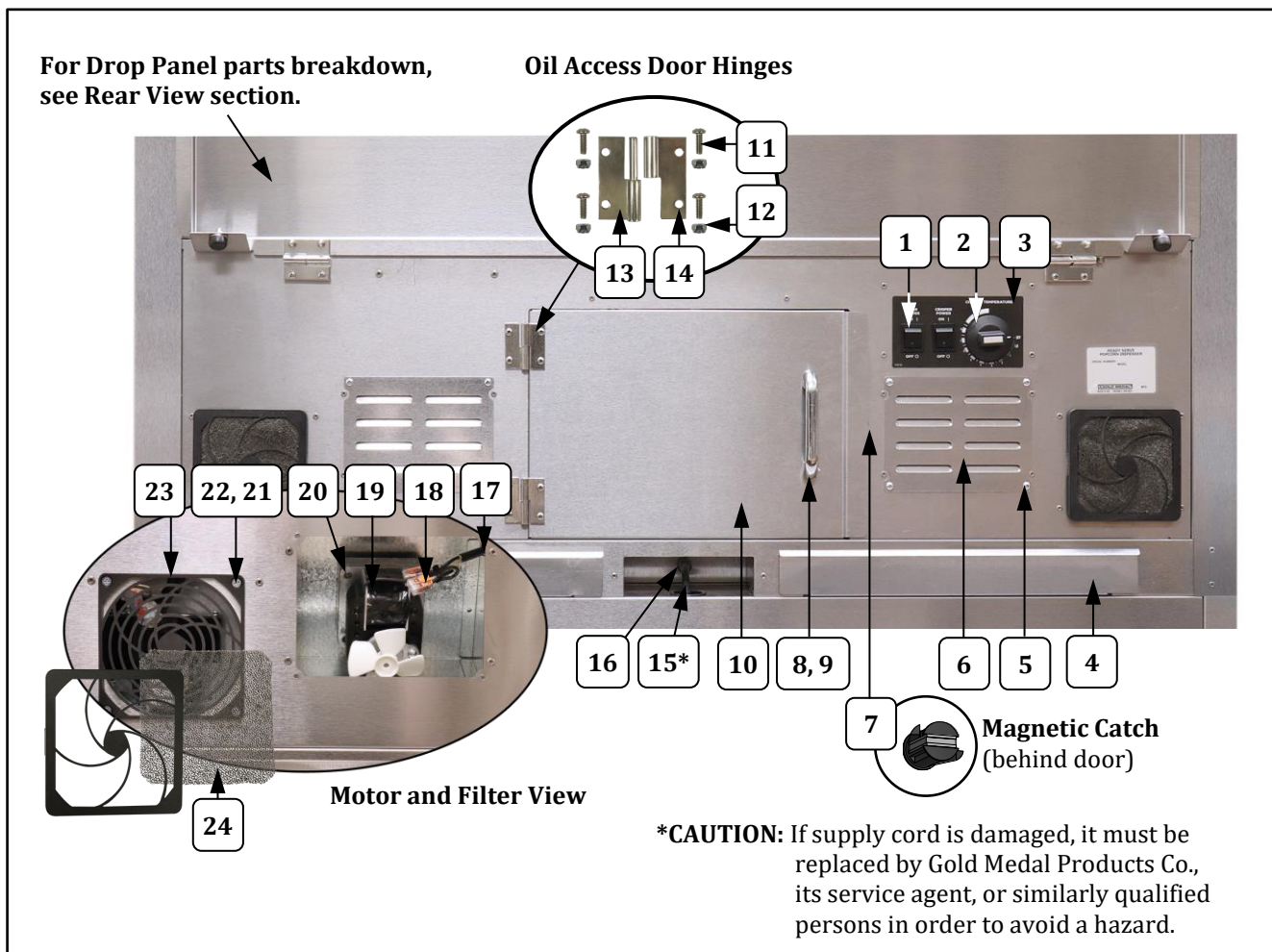
## ReadyServe Cashless - Rear and Top Interior View



Item	Part Description	Part Number 2785-00-072
1	SCREW #8-32X3/8 PAN HD PH	74141
2	SIGN RETAINER	114140
3	LED LIGHT 800 LUMENS	55590
4	BUSHING, SNAP 1.125 IN	82221
5	END STOP	118023
6	CARRIER, WAGO LEVER NUTS	119226
7	5 POSITION WIRE CONNECTOR	55245
	3 POSITION WIRE CONNECTOR	55244
	2 POSITION WIRE CONNECTOR	55621
8	BOARD, RELAY (6X10A)	118124
9	POWER SUPPLY 24VDC 60W	55586
10	6-32 X 1/2 PHIL PAN M/S	42237
11	6-32 GRIP NUT ZINC PLATED	47517
12	LOCK ASSEMBLY, SLOTTED	114731
13	MAGNETIC CATCH	16141
14	1/2IN PUSH IN BUMPER	121095
15	MAGNET, PLASTIC COAT, SQR	120253
16	8-32X3/8 FL HD PH MS	20066

Item	Part Description	Part Number 2785-00-072
17	8-32 HEX NUT, ESLOK, S.S	22070
18*	BACK PANEL	114972
19	FEMALE HINGE RIGHT	41354
20	MALE HINGE SHORT LEFT	41349
21	8-32 X 3/8 PAN HD PH M/S	12389
22	HEX NUT #8-32 ESLOK	74146
23	8-32 SERRATED FLANGE NUT	61151
24	HINGE SPACER	114460
25	TURN LATCH	121027
26	8-32 X 3/4 PHIL FLAT M/S	47125
27	DRAWER HANDLE	87420
28	10-24 X 1/2 PH TRUSS M/S	42826
29	DOOR, LH	114973
30	DOOR, RH	114974
31	8-32 X 1/2 PHIL PN M/S SS	42226
31	MALE HINGE SHORT RIGHT	41350
32	FEMALE HINGE LEFT	41355

## Analog Control View – Units with Topping Dispenser

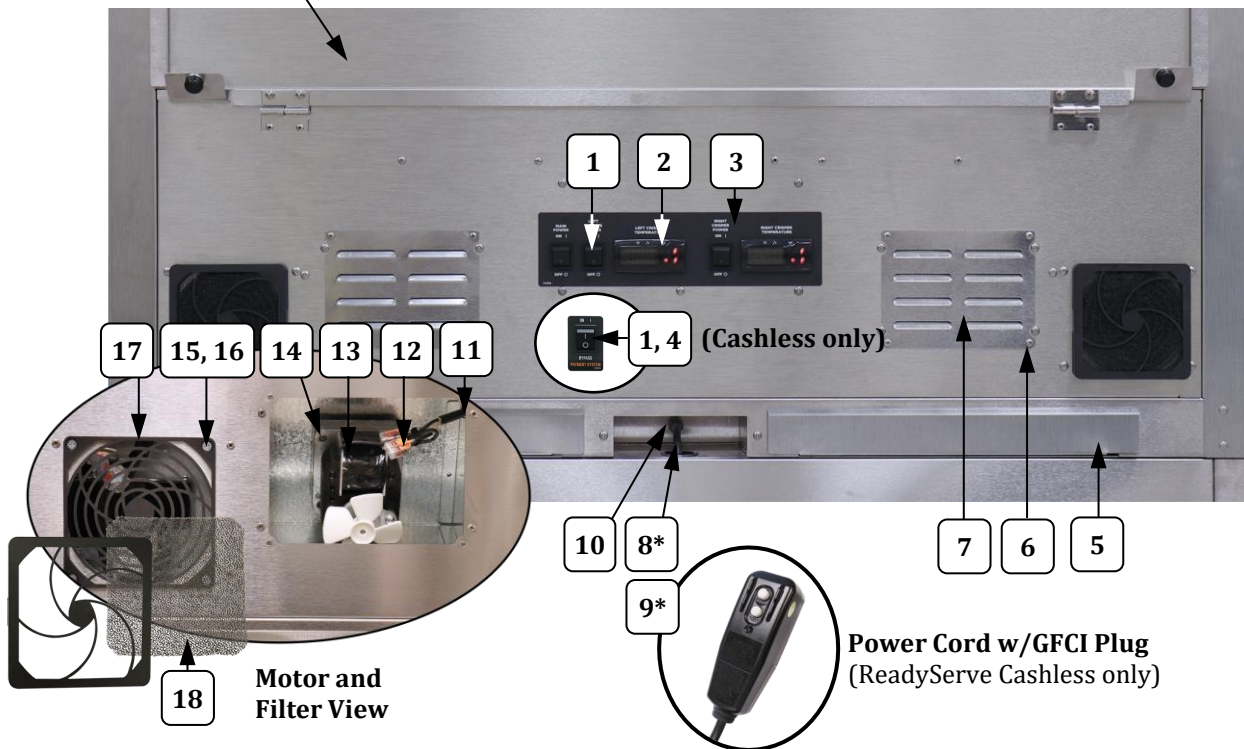


Item	Part Description	Part Number 2785-00-000
1	SWITCH, DPST ROCKER	555395-30
2	KNOB FOR HEAT CONTROL	87430
3	LABEL	114119
4	OLD MAID PAN	40276
5	SCREW #8-32X3/8 PAN HD PH	74141
6	MOTOR COVER	114132
7	MAGNETIC CATCH	16141
8	DRAWER HANDLE	87420
9	10-24 X 1/2 PH TRUSS M/S	42826
10	DOOR	114136
11	8-32 X 1/2 PHIL PN M/S SS	42226
12	8-32 SERRATED FLANGE NUT	61151
13	MALE HINGE SHORT LEFT	41349
14	FEMALE HINGE LEFT	41355

Item	Part Description	Part Number 2785-00-000
15*	POWER SUPPLY CORD 15 AMP	22038
16	STRAIN RELIEF SR-6P3-4	76026
17	STRAIN RELIEF T&B 3302	89045
18	2 POSITION WIRE CONNECTOR	55621
19	DRIVE MOTOR, 120V (drives Coil Assembly)	114883
20	10-24 X 1 HEX MACH SCREW (fastens motor)	49322
21	8-32X5/8 FL HD PH MS	20067
22	8-32 SERRATED FLANGE NUT	61151
23	FILTER AND GUARD ASSY (incls Guard, Filter, & Cover)	69916
24	FILTERS (Bag of 5) - replacement filters	69917

## Digital Control View

For Drop Panel parts breakdown,  
see Rear View section.



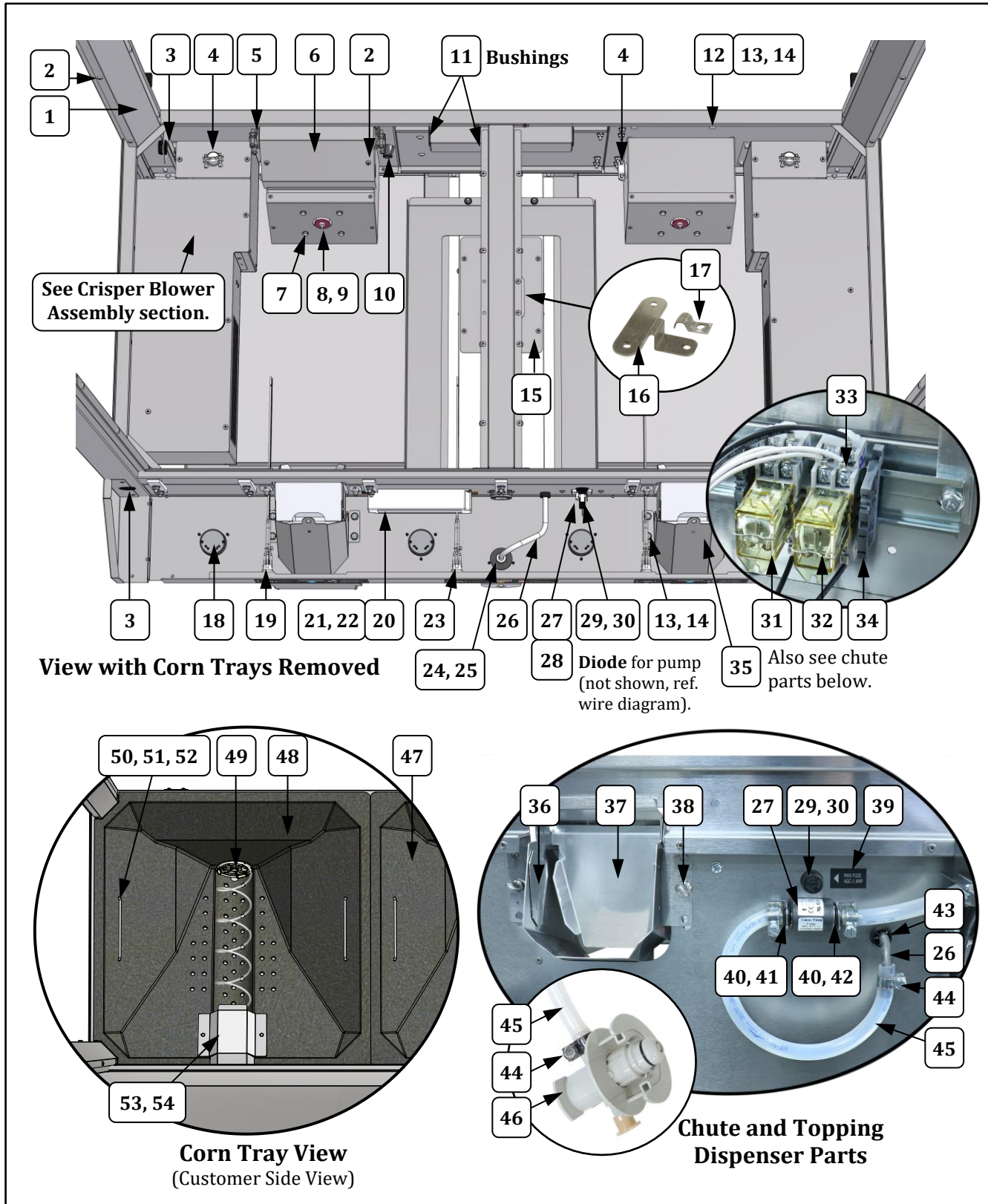
General images shown for  
parts reference only.

**\*CAUTION:** If 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.

Item	Part Description	Part Number	
		2785-00-002	2785-00-072
1	SWITCH, DPST ROCKER	555395-30	555395-30
2	PROGRAMMED CONTROL	101120-005	101120-005
3	LABEL	114399	114399
4	BYPASS LABEL		121201
5	OLD MAID PAN	40276	40276
6	SCREW #8-32X3/8 PAN HD PH	74141	74141
7	MOTOR COVER	114132	114132
8*	POWER SUPPLY CORD 15 AMP	22038	
9*	LEAD-IN CORD 15 A PLUG (w/GFCI)		121242
10	STRAIN RELIEF	76026	67060
11	STRAIN RELIEF T&B 3302	89045	89045
12	2 POSITION WIRE CONNECTOR	55621	55621
13	DRIVE MOTOR, 120V (drives Coil Assembly)	114883	114882
14	10-24 X 1 HEX MACH SCREW (fastens motor)	49322	49322
15	8-32X5/8 FL HD PH MS	20067	20067
16	8-32 SERRATED FLANGE NUT	61151	61151
17	FILTER AND GUARD ASSY (incls Guard, Filter, & Cover)	69916	69916
18	FILTERS (Bag of 5) - replacement filters	69917	69917



## 2785 (000) Cabinet Interior – Corn Tray and Topping Dispenser





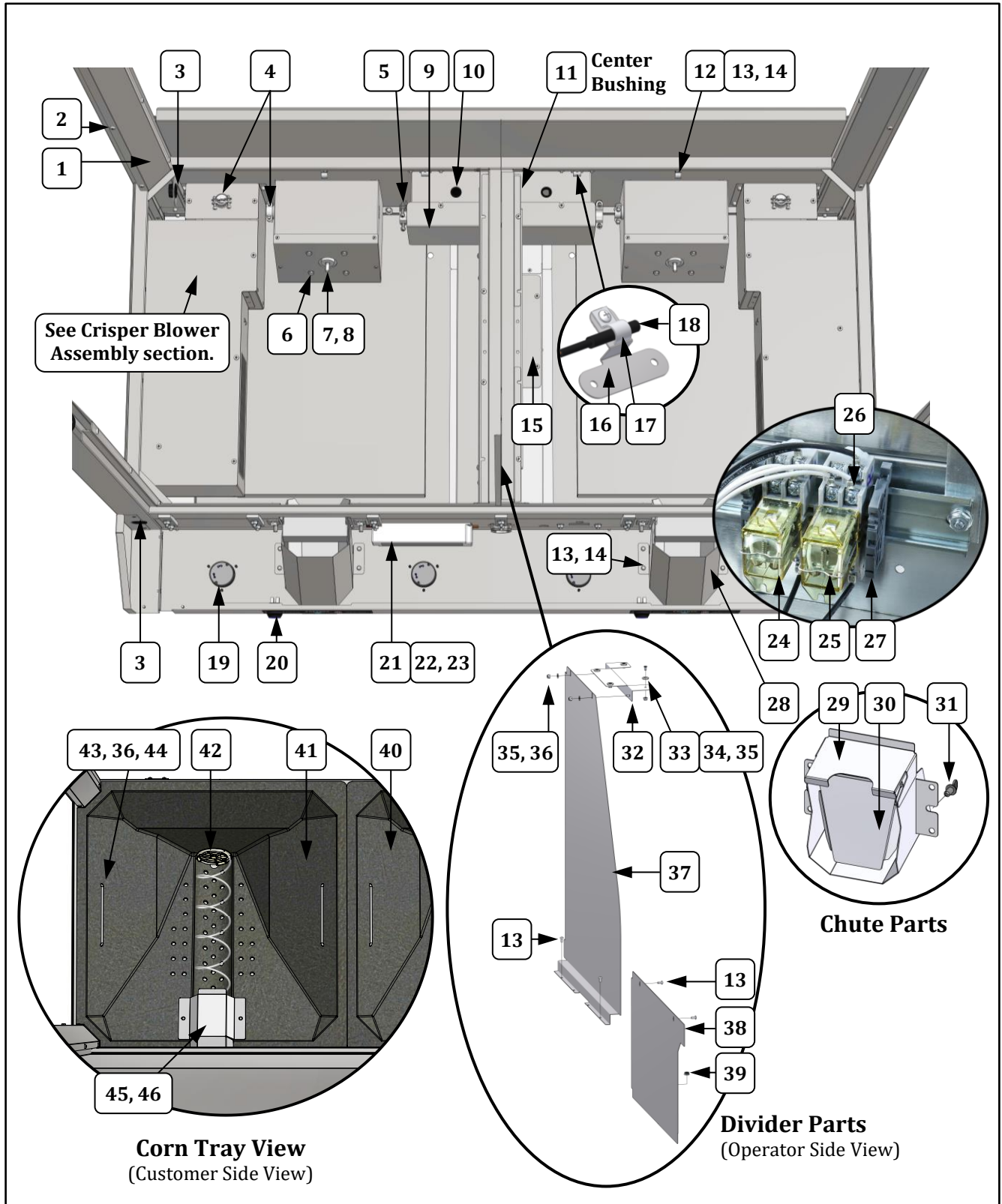
## 2785 (000) Cabinet Interior – Corn Tray and Topping Dispenser – Parts List

Item	Part Description	Part Number 2785-00-000
1	CORNER COVER	114112
2	SCREW #8-32X3/8 PAN HD PH	74141
3	BUSHING, SNAP .875 IN	45396
4	STRAIN RELIEF T&B 3302 (for blower box and motor housing)	89045
5	STRAIN RELIEF T&B 3304 (for control box)	82227EX
6	CONTROL BOX COVER	114121
7	10-24 X 1 HEX MACH SCREW	49322
8	SILICONE WASHER	114419
9	DRIVE MOTOR	114883
10	MAGNETIC CATCH	16141
11	BUSHING, SNAP 1.500 IN	74621
12	CABLE CLAMP	87219
13	8-32 X 3/8 PAN HD PH M/S	12389
14	8-32 SERRATED FLANGE NUT	61151
15	CORD COVER	114118
16	PROBE BRACKET	111496
17	WIRE CLIP	76216
18	LED LIGHT 800 LUMENS	55590
19	PUSHBUTTON 24V BLUE RING	114957
20	POWER SUPPLY 24VDC 60W	55586
21	6-32 X 3/8 PH PAN HD M/S	38087
22	6-32 GRIP NUT ZINC PLATED	47517
23	PUSHBUTTON 12V ORANG RING	114956
24	1/2IN ID RUBBER WASHER	114225
25	NO DRIP SPOUT	38566
26	OIL TUBE	114229
27	B.I.B. BUTTER PUMP	79888
28	BIB PUMP BLK DIODE WIRE	79888D

Item	Part Description	Part Number 2785-00-000
29	FUSEHOLDER	74636
30	FUSE, 1 AMP	79341
31	RELAY, DPDT (24VDC)	118112
32	SPRING, HOLD DOWN	89091
33	RELAY SOCKET 2 POLE	89085
34	END STOP	118023
35	CHUTE COVER	114816
36	CHUTE WELDMENT	114978
37	CHUTE DOOR	121034
38	1/4-20 X 1/2 THUMB SCREW	61059
39	FUSE LABEL, 1 AMP	111274
40	PUMP BRACKET 2499	69157
41	GROMMET	69158
42	GROMMET	69159
43	5/8IN EXPANDABLE GROMMET	114238
44	HOSE CLAMP 7/16in - 1/2in	67843
45	PLASTIC FOOD TUBING (sold by the foot)	91375
46	UNIVERSAL BAG CONNECTOR	79100G
47	DISPENSER TRAY, LH (goes on operator's LH side)	114074
48	DISPENSER TRAY, RH (goes on operator's RH side)	114073
49	COIL ASSEMBLY	114889
50	PULL HANDLE	39535
51	#10 FLAT WASHER ST. STL.	12178
52	HEX NUT #10-32 ESLOK	74549
53	TRAY PANEL	121029
54	1/4-20 ST STL WING NUT	12466



## 2785 (002) Cabinet Interior – Corn Tray and Divider

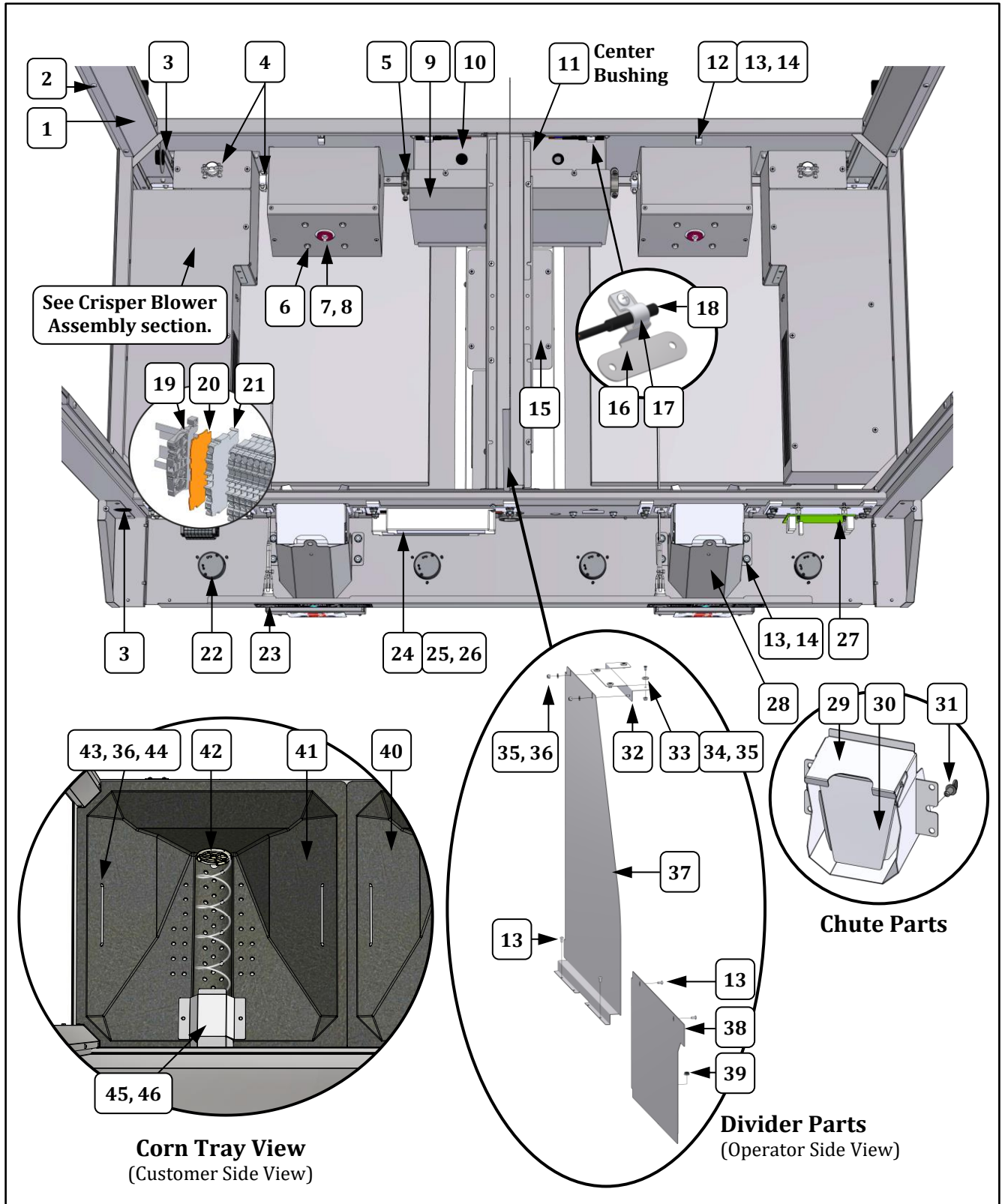




## 2785 (002) Cabinet Interior – Corn Tray and Divider – Parts List

Item	Part Description	Part Number
		2785-00-002
1	CORNER COVER	114112
2	SCREW #8-32X3/8 PAN HD PH	74141
3	BUSHING, SNAP .875 IN	45396
4	STRAIN RELIEF T&B 3302 (for blower box and motor housing)	89045
5	STRAIN RELIEF T&B 3304 (for control box)	82227EX
6	10-24 X 1 HEX MACH SCREW	49322
7	SILICONE WASHER	114419
8	DRIVE MOTOR	114883
9	CONTROL BOX COVER	121101
10	BUSHING, SNAP .625 IN	47282
11	BUSHING, SNAP 1.500 IN	74621
12	CABLE CLAMP	87219
13	8-32 X 3/8 PAN HD PH M/S	12389
14	8-32 SERRATED FLANGE NUT	61151
15	CORD COVER	114118
16	PROBE BRACKET	111496
17	WIRE CLIP	76216
18	SENSOR	36103
19	LED LIGHT 800 LUMENS	55590
20	PUSHBUTTON 24V BLUE RING	114957
21	POWER SUPPLY 24VDC 60W	55586
22	6-32 X 3/8 PH PAN HD M/S	38087
23	6-32 GRIP NUT ZINC PLATED	47517
24	RELAY, DPDT (24VDC)	118112
25	SPRING, HOLD DOWN	89091
26	RELAY SOCKET 2 POLE	89085
27	END STOP	118023
28	CHUTE COVER	114816
29	CHUTE WELDMENT	114978
30	CHUTE DOOR	121034
31	1/4-20 X 1/2 THUMB SCREW	61059
32	UPPER MOUNT ASSEMBLY	114388
33	MAGNET, PLASTIC COAT, SQR	120253
34	8-32X3/8 FL HD PH MS (fastens magnet)	20065
35	8-32 HEX NUT, ESLOK, S.S	22070
36	#10 FLAT WASHER ST. STL.	12178
37	DIVIDER PANEL	114409
38	LOWER DIVIDER PANEL	121103
39	10-32 WHIZ LOCK NUT HARD	42441
40	DISPENSER TRAY, LH (goes on operator's LH side)	114074
41	DISPENSER TRAY, RH (goes on operator's RH side)	114073
42	COIL ASSEMBLY	114889
43	PULL HANDLE	39535
44	HEX NUT #10-32 ESLOK	74549
45	TRAY PANEL	121029
46	1/4-20 ST STL WING NUT	12466

## 2785 (072) Cashless – Cabinet Interior – Corn Tray and Divider



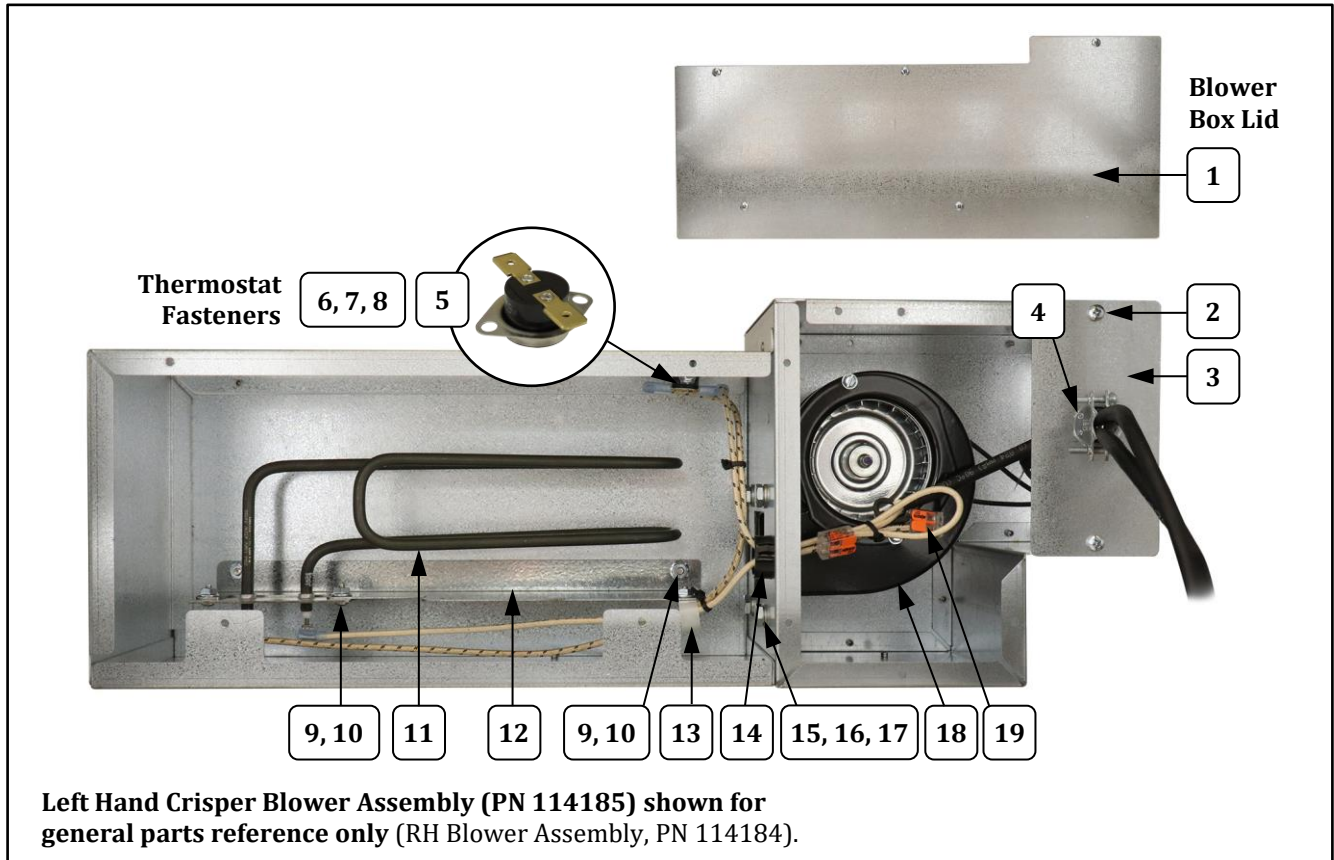


## 2785 (072) Cashless - Cabinet Interior – Corn Tray and Divider – Parts List

Item	Part Description	Part Number
		2785-00-072
1	CORNER COVER	114112
2	SCREW #8-32X3/8 PAN HD PH	74141
3	BUSHING, SNAP .875 IN	45396
4	STRAIN RELIEF T&B 3302 (for blower box and motor housing)	89045
5	STRAIN RELIEF T&B 3304 (for control box)	82227EX
6	10-24 X 1 HEX MACH SCREW	49322
7	SILICONE WASHER	114419
8	DRIVE MOTOR	114882
9	CONTROL BOX COVER	121101
10	BUSHING, SNAP .625 IN	47282
11	BUSHING, SNAP 1.500 IN	74621
12	CABLE CLAMP	87219
13	8-32 X 3/8 PAN HD PH M/S	12389
14	8-32 SERRATED FLANGE NUT	61151
15	CORD COVER	114118
16	PROBE BRACKET	111496
17	WIRE CLIP	76216
18	SENSOR	36103
19	END STOP	118023
20	ENDPLATE, 12 AWG, 3POS	118024-123E
21	TERM BLOCK, 12 AWG, 3POS	118024-123
22	LED LIGHT 800 LUMENS	55590
23	PUSHBUTTON 24V BLUE RING	114957
24	POWER SUPPLY 24VDC 60W	55586
25	6-32 X 3/8 PH PAN HD M/S	38087
26	6-32 GRIP NUT ZINC PLATED	47517
27	BOARD, CONTROL (PIC32MX)	118122-1
28	CHUTE COVER	114816
29	CHUTE WELDMENT	114978
30	CHUTE DOOR	121034
31	1/4-20 X 1/2 THUMB SCREW	61059
32	UPPER MOUNT ASSEMBLY	114388
33	MAGNET, PLASTIC COAT, SQR	120253
34	8-32X3/8 FL HD PH MS (fastens magnet)	20065
35	8-32 HEX NUT, ESLOK, S.S	22070
36	#10 FLAT WASHER ST. STL.	12178
37	DIVIDER PANEL	114409
38	LOWER DIVIDER PANEL	121103
39	10-32 WHIZ LOCK NUT HARD	42441
40	DISPENSER TRAY, LH (goes on operator's LH side)	114074
41	DISPENSER TRAY, RH (goes on operator's RH side)	114073
42	COIL ASSEMBLY	114889
43	PULL HANDLE	39535
44	HEX NUT #10-32 ESLOK	74549
45	TRAY PANEL	121029
46	1/4-20 ST STL WING NUT	12466



## 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

Item	Part Description	Part Number
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

## Safety Labels and Accessories

(PN 115180)

(PN 49393)

**Power Cord Label**  
(PN 68720)

**Cleaning Bracket**  
(PN 12594)  
Model 2785 (000) only.

(PN 2071)



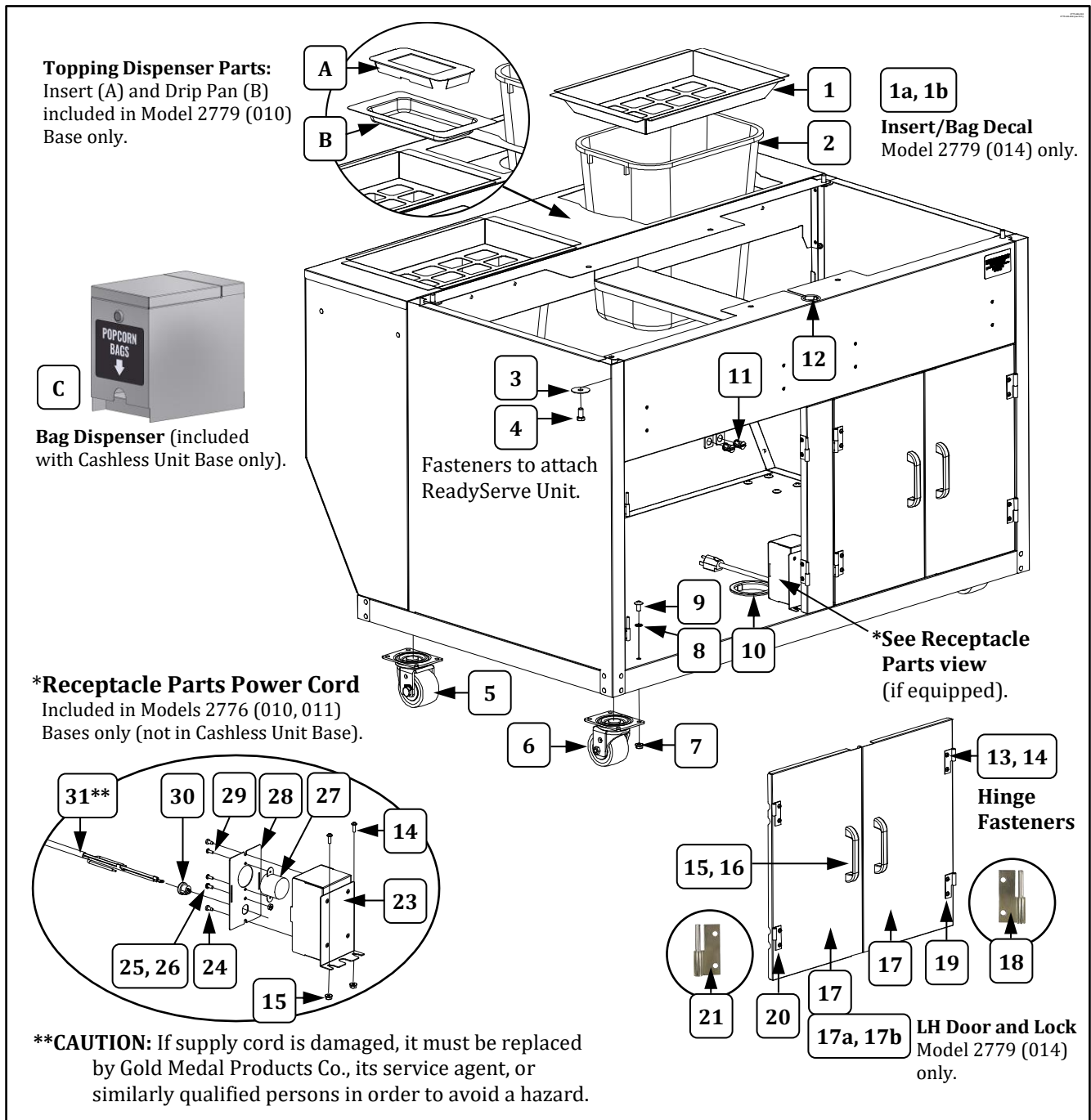
## Model 2779 Series Base - Parts Breakdown

**Model Description** (see Parts List on next page for parts included per model):

**2779-00-010:** Base option (sold separately) for ReadyServe Unit **with** a topping dispenser.

**2779-00-011:** Base option (sold separately) for ReadyServe Unit **without** topping dispense.

**2779-00-014:** Base included with ReadyServe Cashless Unit—**no receptacle assembly**; base includes a bag dispenser, special insert (holds bag position under chute), and lockable doors.





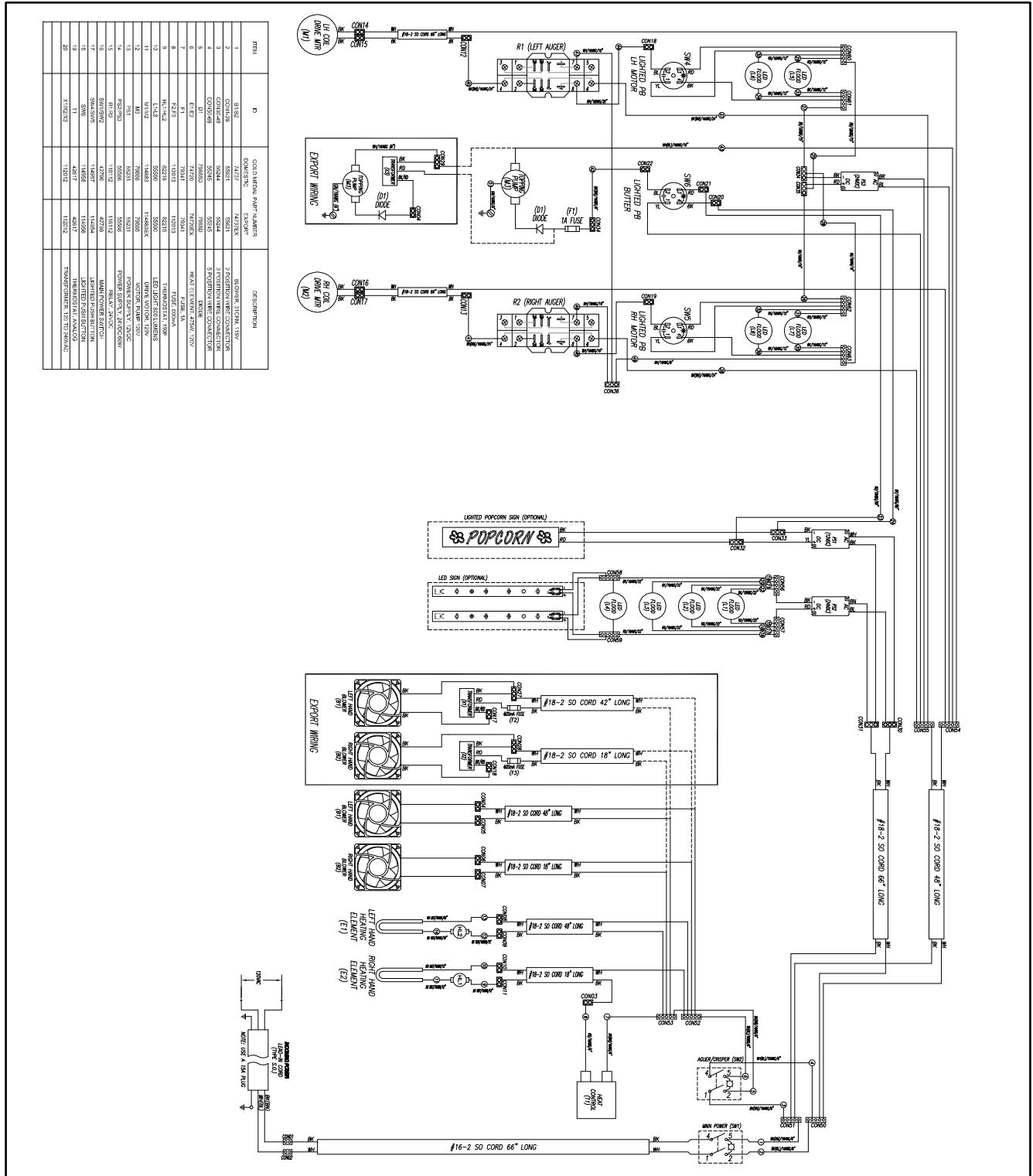
## Model 2779 Series Base – Parts List

Item	Part Description	Part Number		
		2779-00-010	2779-00-011	2779-00-014
A	DRIP PAN INSERT	69201		
B	DRIP PAN	69148		
C	BAG DISPENSER, SLOT LOCK			114756S
1	INSERT	114786	114786	
1a	INSERT (for Cashless Unit Base, decal sold separately, see Item 1a below)			114965
1b	BAG PLACEMENT DECAL (for Cashless Base Insert)			121087
2	WASTE BASKET 28QT	114808	114808	114808
3	FENDER WASHER	89780	89780	89780
4	HEX BOLT 3/8-16 X 3/4	20051	20051	20051
5	3 IN HD CASTER W/BRAKE	115543	115543	115543
6	3 IN HD CASTER NO BRAKE	115542	115542	115542
7	5/16-18 SERRATED LOCK NUT	49317	49317	49317
8	WASHER 5/16 INT TOOTH	74137	74137	74137
9	5/16-18 X 5/8 PH TR M/S	46638	46638	46638
10	BUSHING, SNAP 3.500 IN	67802	67802	67802
11	MAGNETIC CATCH	16141	16141	16141
12	1.5IN SPLIT SNAP GROMMET	114434	114434	114434
13	8-32 X 1/2 PHIL PN M/S SS	42226	42226	42226
14	8-32 SERRATED FLANGE NUT	61151	61151	61151
15	DRAWER HANDLE	87420	87420	87420
16	10-24 X 1/2 PH TRUSS M/S	42826	42826	42826
17	DOOR	114303	114303	114303
17a	DOOR, LOCKABLE (LH replacement door, used on Cashless Unit Base only, Lock sold separately)			114966
17b	LOCK ASSEMBLY, SLOTTED			114731
18	MALE HINGE SHORT LEFT	41349	41349	41349
19	FEMALE HINGE RIGHT	41354	41354	41354
20	FEMALE HINGE LEFT	41355	41355	41355
21	MALE HINGE SHORT RIGHT	41350	41350	41350
22	RECEPTACLE BOX ASSEMBLY (includes receptacle box and bracket)	114622	114622	
23	SCREW #8-32X3/8 PAN HD PH	74141	74141	
24	8-32 X 3/8 PH PAN W/SEMS	42227	42227	
25	8-32 HEX M/S NUT	74149	74149	
26	5-15R RECEPTACLE OUTLET	45061	45061	
27	RECEPTACLE PLATE	114481-00	114481-00	
28	8-32 X 3/8 PAN HD PH M/S	12389	12389	
29	STRAIN RELIEF SR-6P3-4	76026	76026	
30	POWER SUPPLY CORD 15 AMP	22038	22038	



# Wire Diagram

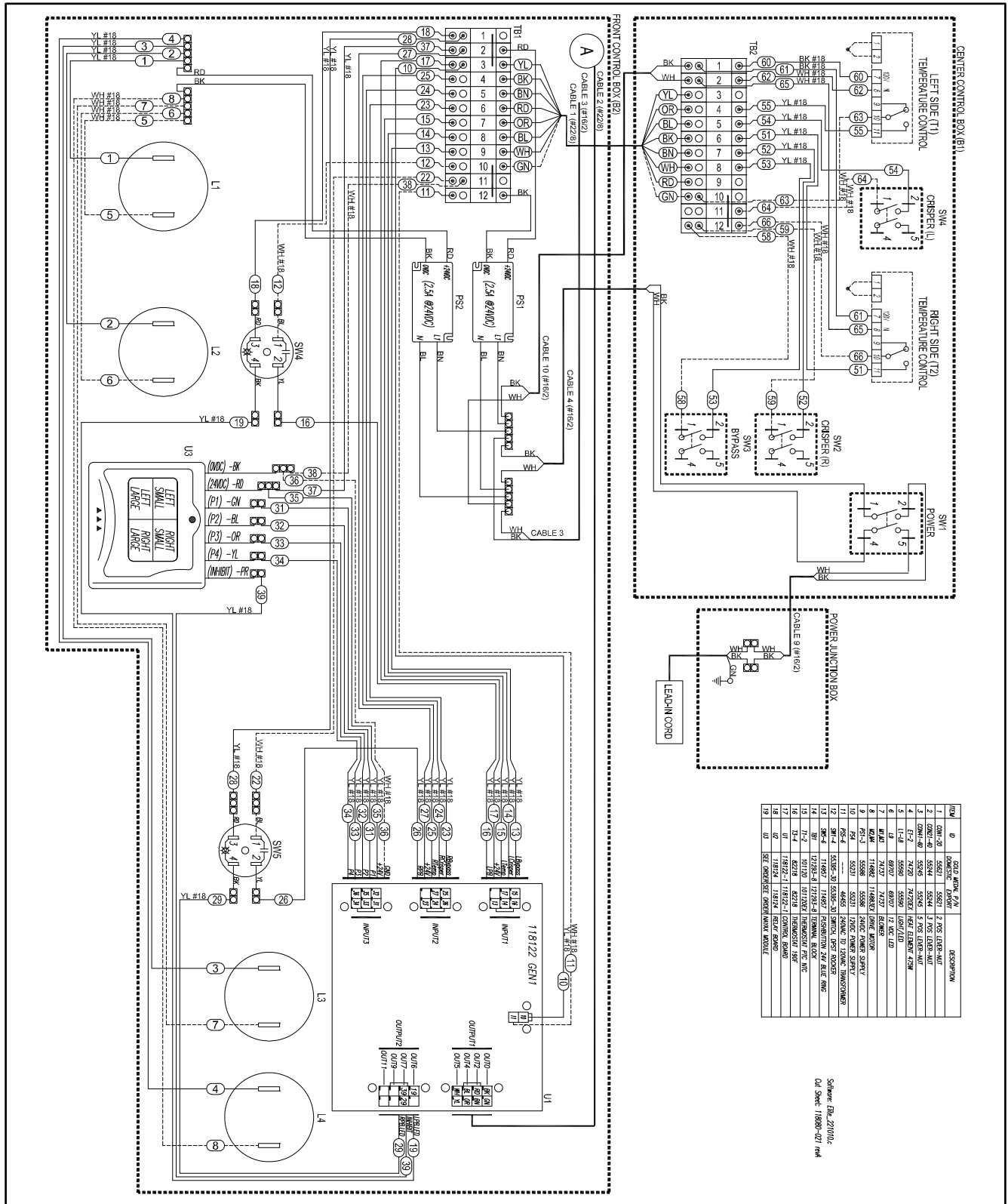
## Model No. 2785-00-000







# Model No. 2785-00-072 (sheet 1 of 2)

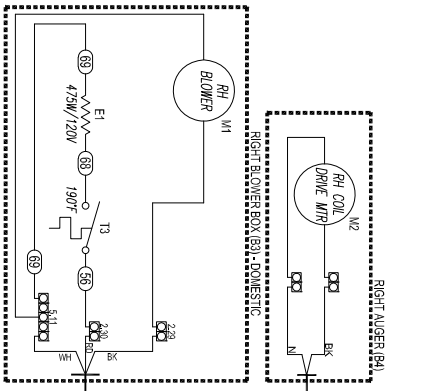
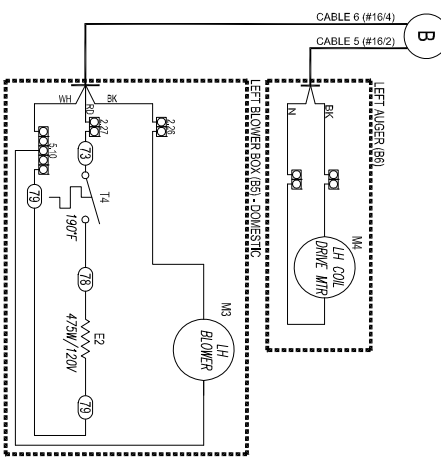
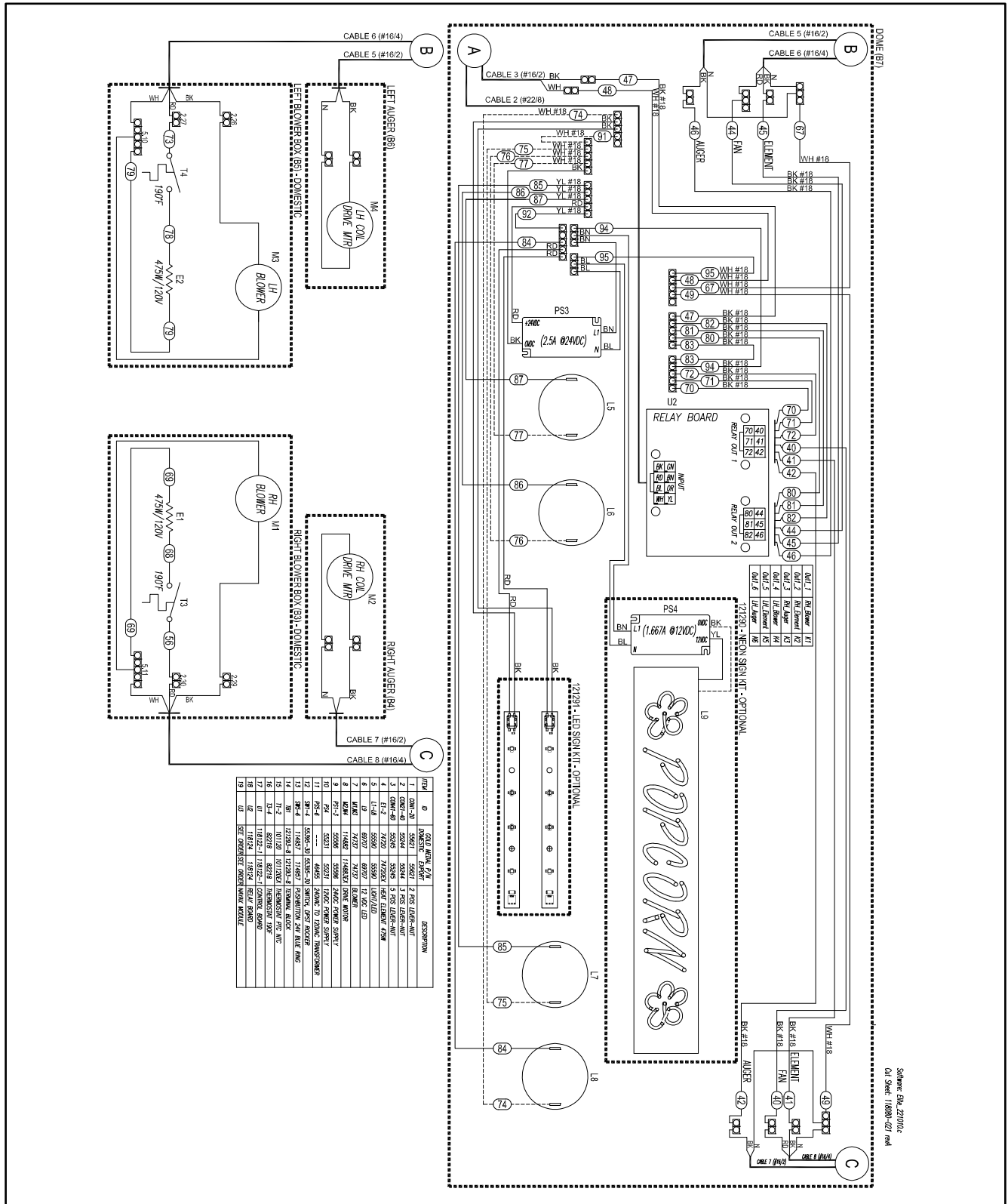


REV	ID	DATE	DESCRIPTION
1	001	01/11/01	INITIAL RELEASE
2	002	01/11/01	REVISION 1
3	003	01/11/01	REVISION 2
4	004	01/11/01	REVISION 3
5	005	01/11/01	REVISION 4
6	006	01/11/01	REVISION 5
7	007	01/11/01	REVISION 6
8	008	01/11/01	REVISION 7
9	009	01/11/01	REVISION 8
10	010	01/11/01	REVISION 9
11	011	01/11/01	REVISION 10
12	012	01/11/01	REVISION 11
13	013	01/11/01	REVISION 12
14	014	01/11/01	REVISION 13
15	015	01/11/01	REVISION 14
16	016	01/11/01	REVISION 15
17	017	01/11/01	REVISION 16
18	018	01/11/01	REVISION 17
19	019	01/11/01	REVISION 18
20	020	01/11/01	REVISION 19
21	021	01/11/01	REVISION 20

Sheet No. 2785-00-072  
Of Sheet 1885-00-072



Model No. 2785-00-072 (sheet 2 of 2)



ITEM	QTY	REV	DATE	BY	DESCRIPTION
1	1	0001	08/01/01	SSS	1 POS. LEVER-NUT
2	1	0001	08/01/01	SSS	2 POS. LEVER-NUT
3	1	0001	08/01/01	SSS	3 POS. LEVER-NUT
4	1	0001	08/01/01	SSS	4 POS. LEVER-NUT
5	1	0001	08/01/01	SSS	5 POS. LEVER-NUT
6	1	0001	08/01/01	SSS	6 POS. LEVER-NUT
7	1	0001	08/01/01	SSS	7 POS. LEVER-NUT
8	1	0001	08/01/01	SSS	8 POS. LEVER-NUT
9	1	0001	08/01/01	SSS	9 POS. LEVER-NUT
10	1	0001	08/01/01	SSS	10 POS. LEVER-NUT
11	1	0001	08/01/01	SSS	11 POS. LEVER-NUT
12	1	0001	08/01/01	SSS	12 POS. LEVER-NUT
13	1	0001	08/01/01	SSS	13 POS. LEVER-NUT
14	1	0001	08/01/01	SSS	14 POS. LEVER-NUT
15	1	0001	08/01/01	SSS	15 POS. LEVER-NUT
16	1	0001	08/01/01	SSS	16 POS. LEVER-NUT
17	1	0001	08/01/01	SSS	17 POS. LEVER-NUT
18	1	0001	08/01/01	SSS	18 POS. LEVER-NUT
19	1	0001	08/01/01	SSS	19 POS. LEVER-NUT
20	1	0001	08/01/01	SSS	20 POS. LEVER-NUT
21	1	0001	08/01/01	SSS	21 POS. LEVER-NUT
22	1	0001	08/01/01	SSS	22 POS. LEVER-NUT
23	1	0001	08/01/01	SSS	23 POS. LEVER-NUT
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59	1	0001	08/01/01	SSS	59 POS. LEVER-NUT
60	1	0001	08/01/01	SSS	60 POS. LEVER-NUT
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63	1	0001	08/01/01	SSS	63 POS. LEVER-NUT
64	1	0001	08/01/01	SSS	64 POS. LEVER-NUT
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66	1	0001	08/01/01	SSS	66 POS. LEVER-NUT
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69	1	0001	08/01/01	SSS	69 POS. LEVER-NUT
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91	1	0001	08/01/01	SSS	91 POS. LEVER-NUT
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97	1	0001	08/01/01	SSS	97 POS. LEVER-NUT
98	1	0001	08/01/01	SSS	98 POS. LEVER-NUT
99	1	0001	08/01/01	SSS	99 POS. LEVER-NUT
100	1	0001	08/01/01	SSS	100 POS. LEVER-NUT

Sheet No. 271012  
Cat. No. 11889-02 Rev. 1



# Quick REFERENCE

## Nayax Cashless Payment System



**GOLD MEDAL<sup>®</sup> 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.

## Table of Contents

- Disclaimer:.....2**
- Device Settings—Screen Selection Setup .....3**
  - Program your Settings.....3
- Reimbursement Statement (Understanding Your Statement).....5**
- Refund a Transaction .....7**
- Compare Two Cashless Devices (Clone Settings) .....9**
- Gold Medal Technical Service (Invite a Service Tech User) ..... 11**
- Troubleshooting - FAQ..... 13**
  - Device not working. .... 13
  - Device does not accept payment..... 13
  - Cannot see Operators or Machines. .... 13
  - Device not working after a setting change in Pulse/ccTalk. .... 14
  - I do not receive a Reimbursement Statement from Nayax..... 14
  - Purchaser wants a refund..... 14
  - Invite a New User—allow GM Support to troubleshoot your settings..... 14

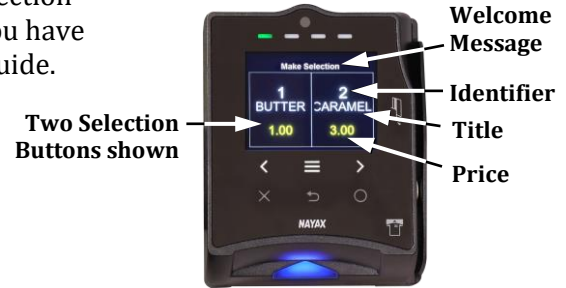


# Device Settings—Screen Selection Setup

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:**

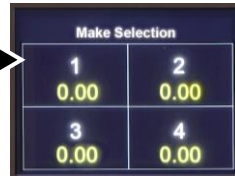
- Number of Selections (1-4)
- Welcome Message
- Identifier (selection type)
- Pulse Title (description)
- Selection Price
- Vending Time (in sec.)



## 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).



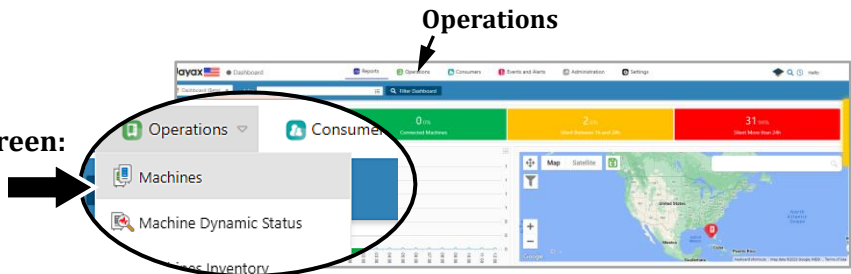
**Default Template View**  
(4 Selection Buttons; no Price)

**To Program:**

1. Go to your Nayax account.

2. Navigate to your Operators screen:

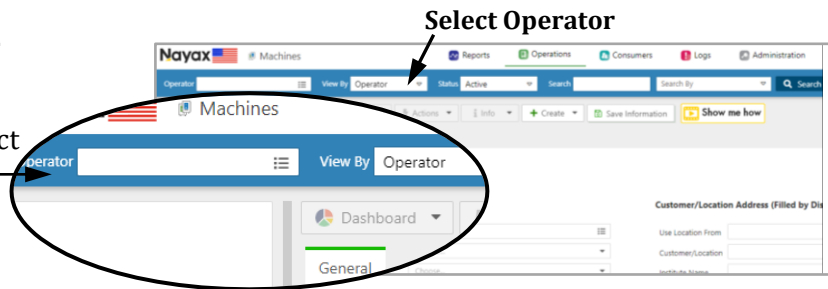
2.1. Under Operations, select **Machines**.



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

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

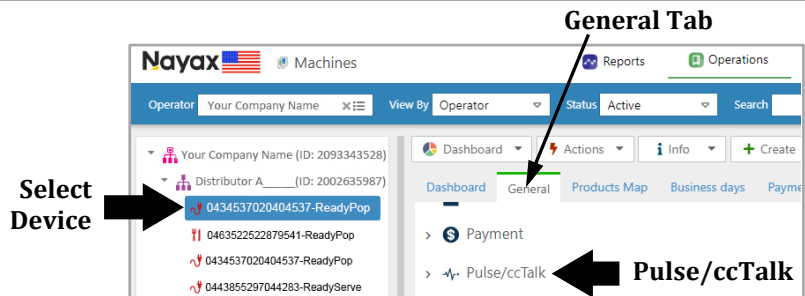
Then press **ENTER** to populate your devices.



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*



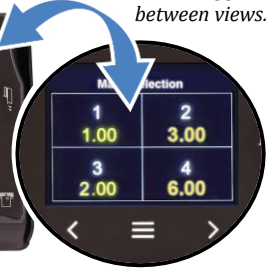
**Two Selection**

For *LH Dispense* | For *RH Dispense*



**Four Selections**

The 4 button screen toggles between views.

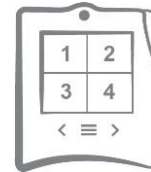
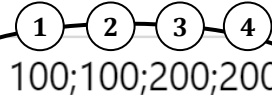


Use 2 & 4 Selections for units with dual dispense or use to provide dispense options on single dispense button unit (i.e., large/small).

### 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 ";"

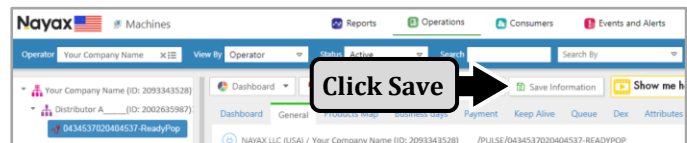
**DO NOT change.**

**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.*

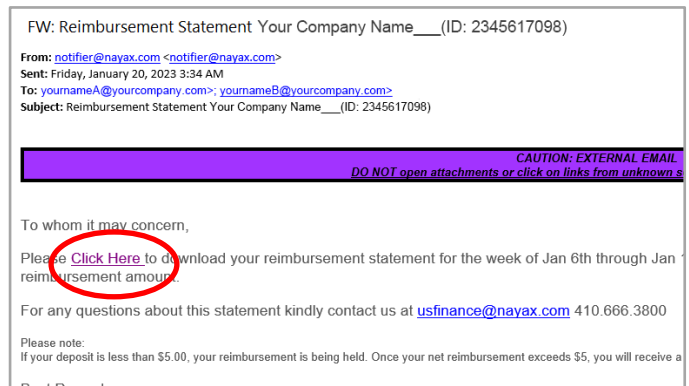
## Accessing your Statement

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.

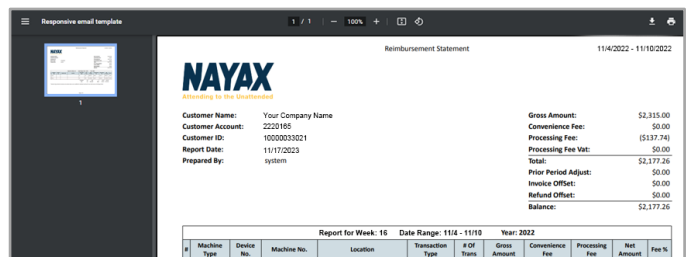
**Do not delete this email:**

- 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**

<p><b>Customer Name:</b> Your Company Name</p> <p><b>Customer Account:</b> 2220185</p> <p><b>Customer ID:</b> 10000033021</p> <p><b>Report Date:</b> 11/17/2023</p> <p><b>Prepared By:</b> system</p>	<p><b>Gross Amount:</b> \$2,315.00</p> <p><b>Convenience Fee:</b> \$0.00</p> <p><b>Processing Fee:</b> (\$137.74)</p> <p><b>Processing Fee Vat:</b> \$0.00</p> <hr/> <p><b>Total:</b> \$2,177.26</p> <p><b>Prior Period Adjust:</b> \$0.00</p> <p><b>Invoice OffSet:</b> \$0.00</p> <p><b>Refund OffSet:</b> \$0.00</p> <hr/> <p><b>Balance:</b> \$2,177.26</p>
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Report for Week: 16    Date Range: 11/4 - 11/10    Year: 2022

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

<p><b>Customer Name:</b> Your Company Name</p> <p><b>Customer Account:</b> 2220185</p> <p><b>Customer ID:</b> 10000033021</p> <p><b>Report Date:</b> 11/17/2023</p> <p><b>Prepared By:</b> system</p>	<p><b>Gross Amount:</b> \$2,315.00</p> <p><b>Convenience Fee:</b> \$0.00</p> <p><b>Processing Fee:</b> (\$137.74)</p> <p><b>Processing Fee Vat:</b> \$0.00</p> <hr/> <p><b>Total:</b> \$2,177.26</p> <p><b>Prior Period Adjust:</b> \$0.00</p> <p><b>Invoice OffSet:</b> \$0.00</p> <p><b>Refund OffSet:</b> \$0.00</p> <hr/> <p><b>Balance:</b> \$2,177.26</p>
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Report for Week: 16    Date Range: 11/4 - 11/10    Year: 2022

#	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%
<b>CC Subtotal</b>						<b>311</b>	<b>2315</b>	<b>0</b>	<b>137.74</b>	<b>2177.26</b>	
<b>Total:</b>						<b>311</b>	<b>\$2,315.00</b>	<b>\$0.00</b>	<b>\$137.74</b>	<b>\$2,177.26</b>	

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.

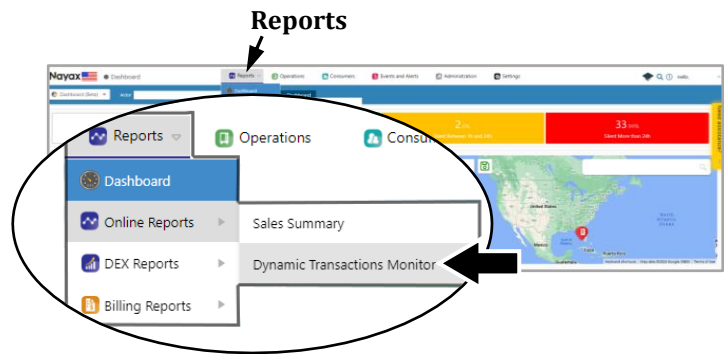
### Transaction Information Needed:

- 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.

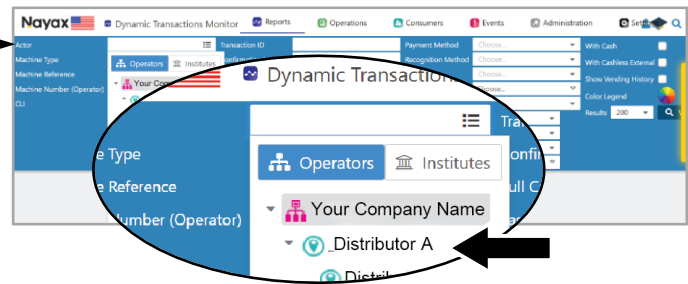
## Processing a Refund


General images shown for reference purposes only.

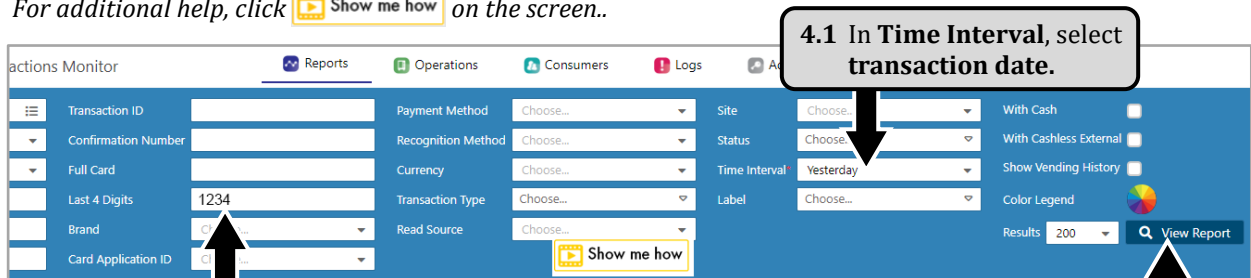
1. Go to your Nayax account.
2. **Navigate to Reports menu.**  
Under Reports, select **Online Reports/ Dynamic Transactions Monitor**



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.

**4.1** In **Time Interval**, select **transaction date**.

**4.3** Click **View Report**.



## Refund a Transaction

- 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

- On pop-up, fill in Refund Details.

**Refund Amount**

**Purchaser's email (for refund confirmation)**

**Provide reason for refund request.**

**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

- Click **Request Refund**.
- Confirm Request.

- Right click transaction *(transaction is colored to indicate waiting for approval)*.
  - Right click, select **Approve/Decline Refund**
  - On pop-up, click **approve (or decline) refund**.
  - Confirm approval, then process completes.
  - 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	4487567442	1	2	0404041640404165 ReadyServe #1	Carmel (R)	
4	4455667557	1	2	0404056619566464 ReadyServe #1	Carmel (R)	

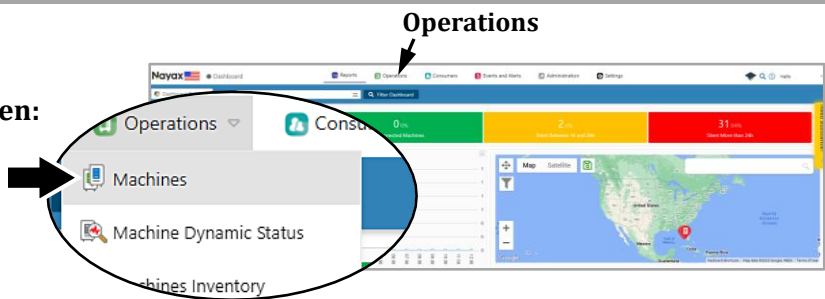


# Compare Two Cashless Devices (Clone Settings)

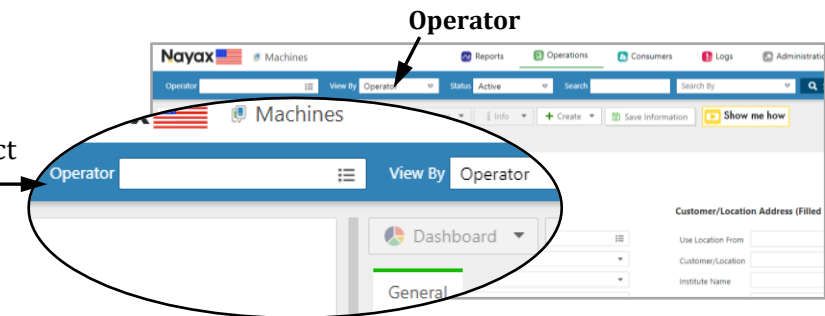
Nayax machine settings can be compared and copied from one unit to another. Compare a device to a “working or master” unit for troubleshooting, or clone settings to a new device. General images shown for reference purposes only.

## Compare Devices

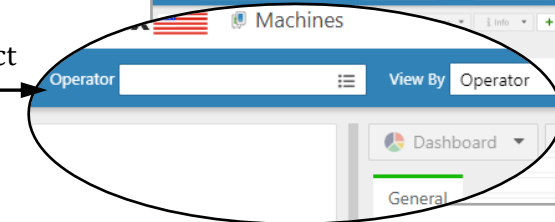
1. Go to your Nayax account.
2. Navigate to your Operators screen:
  - 2.1. Under Operations, select **Machines**.



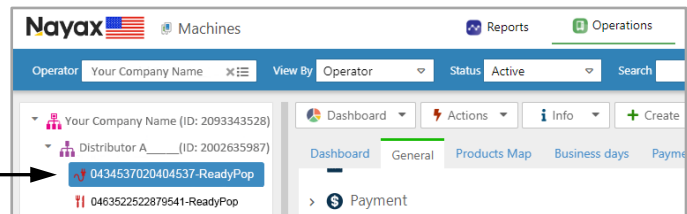
- 2.2. In View by, select **Operator**.



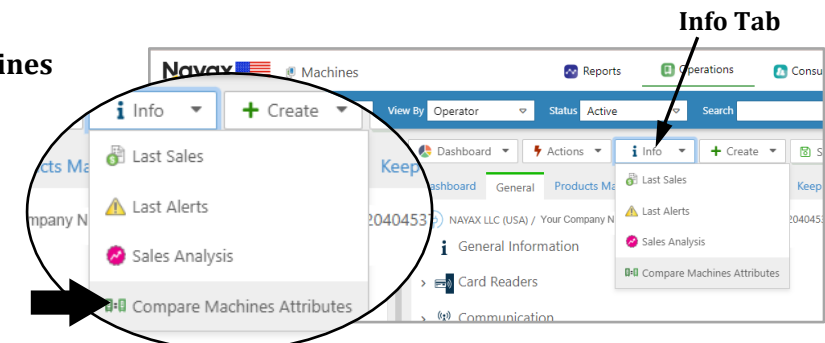
- 2.3. In Operator dropdown, select **“your company name”**.  
Then press **ENTER** to populate your devices.



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



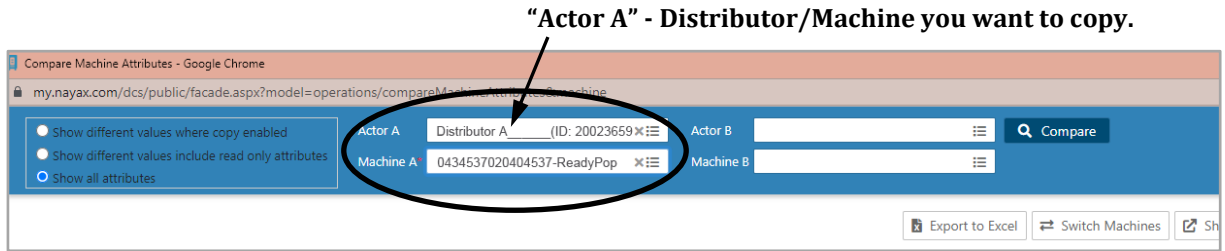
4. Under Info, select **Compare Machines Attributes**.





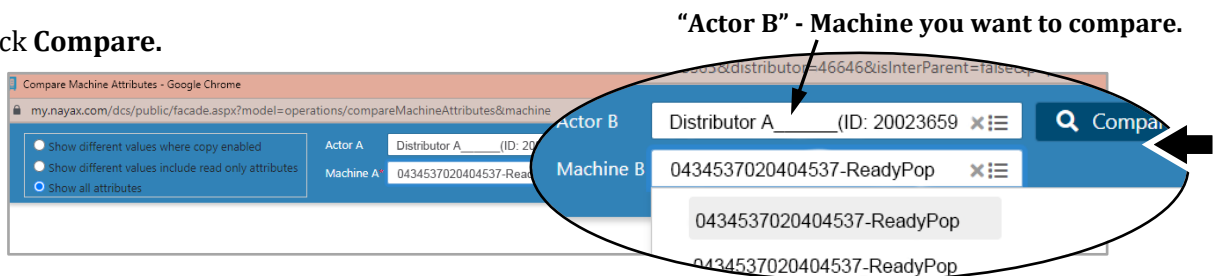
## Compare Machine Attributes

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
<b>General Information</b>					
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	ReadyPop			Different	
Machine Reference	ReadyPop				
Machine Sales Source	Live Transactions				
Electricity	Distributor A (ID: 200236593535)		Distributor A (ID: 200236593535)		
<b>LCD</b>					
Disable		>	Disable	Different	Write 800
<b>Pulse/ccTalk</b>					
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.

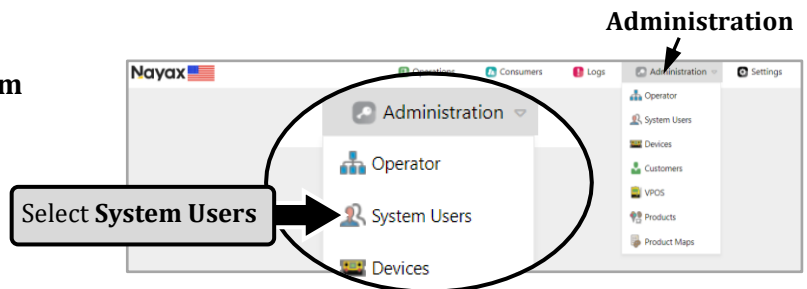
## To Invite a User

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)

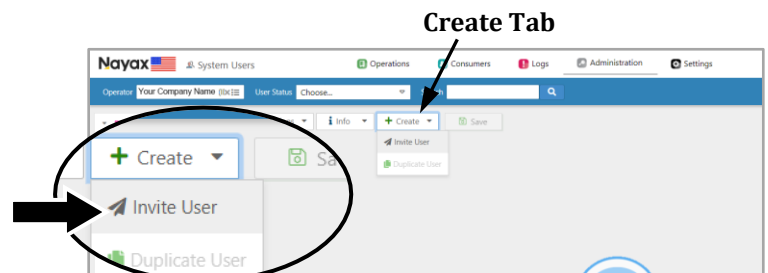
1. Go to your Nayax account.
2. Under **Administration**, select **System Users**.



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**.

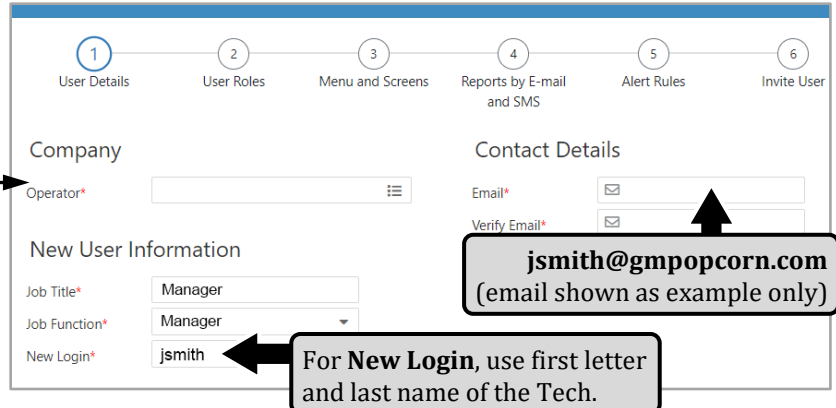




## Invite a Service Tech to View Settings

### 5. Populate user details:

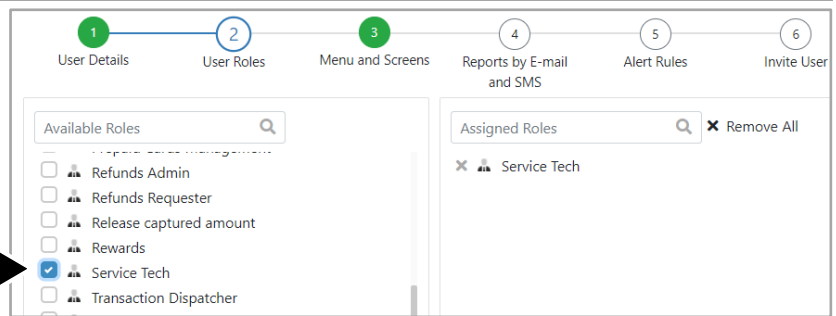
- 5.1. From Company menu, select the **Operator** you want service to reside under.
- 5.2. Fill in **New User Information**:  
*Job Title: **Manager***  
*Job Function: **Manager***  
*New Login: see image note.*
- 5.3. For **Contact Details** use the Service Tech's email.
- 5.4. Click Next.



**Name/email shown are for example only.**

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

Check Service Tech

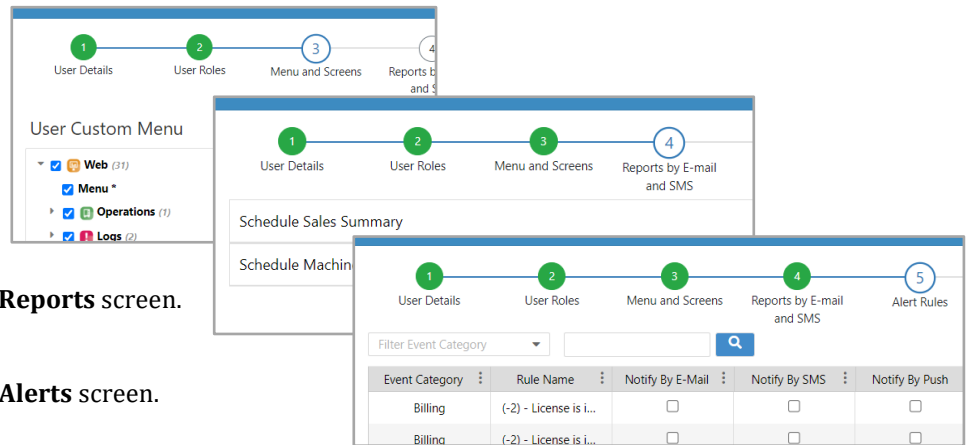


### 7. No changes needed to the next 3 screens:

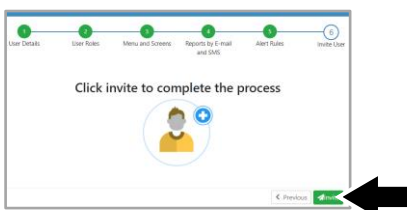
7.1. Click **Next** to skip **Menus and Screens**.

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

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

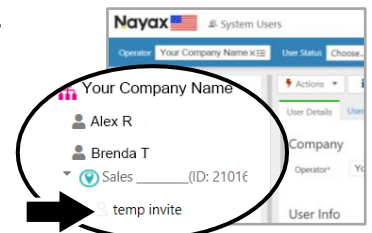


### 8. Click **Invite** to complete. *An Invite is auto-emailed to the Service Tech.*



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

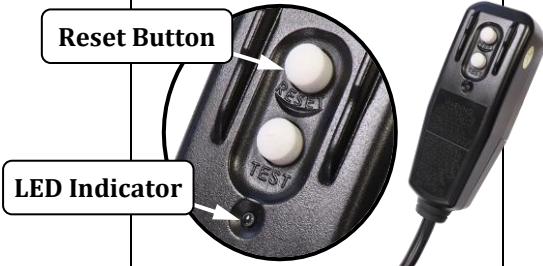
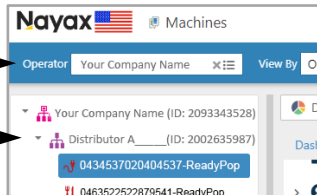
*The Service Tech now goes through their login steps to see your settings.*





# 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><b>Device not working.</b></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><b>Device does not accept payment.</b></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><b>Cannot see Operators or Machines.</b></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><b>Device not working after a setting change in Pulse/ccTalk.</b></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><b>Recheck your entries</b> (reference the Device Settings section of this guide to review each Pulse/ccTalk entry requirement).</p> <p><b>Typical errors to look for:</b></p> <ul style="list-style-type: none"> <li>• A comma or space used to separate values.</li> <li>• A period was used to indicate price—only show price in cents (i.e., for \$4.50 use 450).</li> <li>• An entry value is missing. Recheck each applicable field—make sure the number of values entered matches the number of selection buttons.</li> </ul> <p><b>For additional help</b>, 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><b>I do not receive a Reimbursement Statement from Nayax.</b></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><b>To add or change email contacts after the account is established</b>, you must contact your Nayax account representative.</p>
<p><b>Purchaser wants a refund.</b></p>		<p>A. Reference Refund a Transaction section of this guide for instructions.</p>
<p><b>Invite a New User</b>—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.*



**GOLD MEDAL PRODUCTS CO.**

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