



**Model AUTOVEND
OPERATORS MANUAL**

Manual No. 513698

Rev.1

This manual provides basic information about the machine. Instructions and suggestions are given covering its operation and care.

The illustrations and specifications are not binding in detail. We reserve the right to make changes to the machine without notice, and without incurring any obligation to modify or provide new parts for machines built prior to date of change.

DO NOT ATTEMPT to operate the machine until instructions and safety precautions in this manual are read completely and are thoroughly understood. If problems develop or questions arise in connection with installation, operation, or servicing of the machine, contact Stoelting.



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A Few Words About Safety

Safety Information

Read and understand the entire manual before operating or maintaining Stoelting equipment.

This manual provides the operator with information for the safe operation and maintenance of Stoelting equipment. As with any machine, there are hazards associated with their operation. For this reason safety is emphasized throughout the manual. To highlight specific safety information, the following safety definitions are provided to assist the reader.

The purpose of safety symbols is to attract your attention to possible dangers. The safety symbols, and their explanations, deserve your careful attention and understanding. The safety warnings do not by themselves eliminate any danger. The instructions or warnings they give are not substitutes for proper accident prevention measures.

If you need to replace a part, use genuine Stoelting parts with the correct part number or an equivalent part. We strongly recommend that you do not use replacement parts of inferior quality.



Safety Alert Symbol:

This symbol Indicates danger, warning or caution. Attention is required in order to avoid serious personal injury. The message that follows the symbol contains important information about safety.

Signal Word:

Signal words are distinctive words used throughout this manual that alert the reader to the existence and relative degree of a hazard.



The signal word “WARNING” indicates a potentially hazardous situation, which, if not avoided, may result in death or serious injury and equipment/property damage.



The signal word “CAUTION” indicates a potentially hazardous situation, which, if not avoided, may result in minor or moderate injury and equipment/property damage.

CAUTION

The signal word “CAUTION” not preceded by the safety alert symbol indicates a potentially hazardous situation, which, if not avoided, may result in equipment/property damage.

NOTE (or NOTICE)

The signal word “NOTICE” indicates information or procedures that relate directly or indirectly to the safety of personnel or equipment/property.

TABLE OF CONTENTS

Section	Description	Page
1	Description and Specifications	
1.1	Description.....	1
1.2	Specifications	2
2	Initial Set-Up and Operation	
2.1	Operator's Safety Precautions	3
2.2	Operating Controls and Indicators.....	3
2.3	Emptying the Freezing Cylinder	5
2.4	Disassembly of Machine Parts	6
2.5	Cleaning Disassembled Parts	8
2.6	Cleaning the Machine.....	8
2.7	Assembling Machine	8
2.8	Sanitizing	9
2.9	Freeze Down and Operation	10
3	Maintenance and Adjustments	
3.1	Fine Consistency Adjustment	11
3.2	Drive Belt Tension Adjustment.....	11
3.3	Condenser Cleaning (Air-Cooled Machines)	11
3.4	Coin Changer Maintenance.....	11
3.5	Bill Acceptor.....	12
3.6	Spoon Dispenser.....	12
3.7	Preventative Maintenance	12
3.8	Extended Storage.....	12
4	Troubleshooting	
4.1	Out of Order.....	13
4.2	IntelliTec2™ Error Codes.....	13
4.3	IntelliTec2™ Error Code Troubleshooting.....	13
4.4	Troubleshooting Machine	15
5	Replacement Parts	
5.1	Decals and Lubrication	17
5.2	Auger Shaft and Faceplate Parts	18
5.3	Trays, Bins & Hopper Parts	19

SECTION 1 INTRODUCTION

1.1 DESCRIPTION

The Stoelting AUTOVEND machine is a self contained frozen treat vending machine. The machine takes cash or credit cards and serves two different flavors or a twist along with up to four different toppings.

This manual is designed to assist qualified service personnel and operators in the installation, operation and maintenance of the Stoelting AUTOVEND machine.

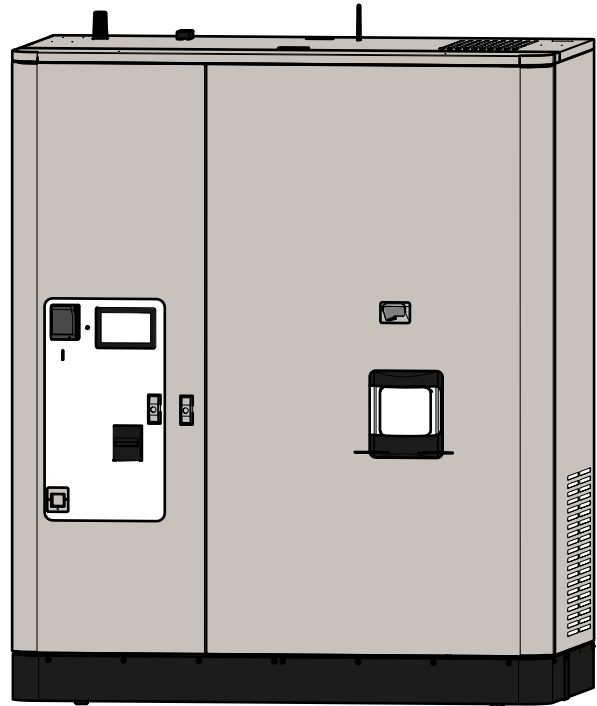


Figure 1-1 AUTOVEND Machine

1.2 SPECIFICATIONS

Model AUTOVEND	
Dimensions	Machine as shipped
width	66-3/8" (168,6 cm) 77" (195,6 cm)
height	87-1/4" (221,6 cm) 92" (233,7 cm)
depth	41-7/8" (106,4 cm) 48" (121,9 cm)
Weight	1300 lbs (589,6 kg) 2100 lbs (952,5 kg)
Electrical	1 Phase, 208-240 VAC, 60Hz
connection type	NEMA L6-30P power cord provided
convenience outlet	1 Phase, 115 VAC, 60Hz
outlet connection type	NEMA 5-15P
Compressor	12,000 Btu/hr (R-404A)
Drive Motor	Two - 3/4 hp
Air Flow	Air cooled units require 6" (15,2 cm) air space on both sides
Hopper Volume	Two - 3 gallon (11,35 liters)
Freezing Cylinder Volume	Two - 0.85 gallon (3,22 liters)
Topping Bin	Four - 9 quart (8,6 liters)

SECTION 2 INITIAL SET-UP AND OPERATION

2.1 OPERATOR'S SAFETY PRECAUTIONS

SAFE OPERATION IS NO ACCIDENT; observe these rules:

- A. Know the machine. Read and understand the Operating Instructions.
- B. Notice all warning labels on the machine.
- C. Wear proper clothing. Avoid loose fitting garments, and remove watches, rings or jewelry that could cause a serious accident.
- D. Maintain a clean work area. Avoid accidents by cleaning up the area and keeping it clean.
- E. Stay alert at all times. Know which switch, push button or control you are about to use and what effect it is going to have.
- F. Disconnect power for maintenance. Never attempt to repair or perform maintenance on the machine until the main electrical power has been disconnected.
- G. Do not operate under unsafe operating conditions. Never operate the machine if unusual or excessive noise or vibration occurs.

2.2 OPERATING CONTROLS AND INDICATORS

Before operating the machine, it is required that the operator know the function of each operating control. Refer to Figure 2-1 for the location of the operating controls on the machine. For the information regarding error codes displayed on the control panel, refer to the troubleshooting section of this manual.

WARNING

High voltage will shock, burn or cause death. The OFF-ON switch must be placed in the OFF position prior to disassembling for cleaning or servicing. Do not operate machine with panels removed.

CARD SWIPE READER

The card swipe reader is made by USA Technologies. An account with USA Technologies is required for it to operate. The card swipe reader uses cellular towers for communication and is on a separate network than the IntelliTec2™.

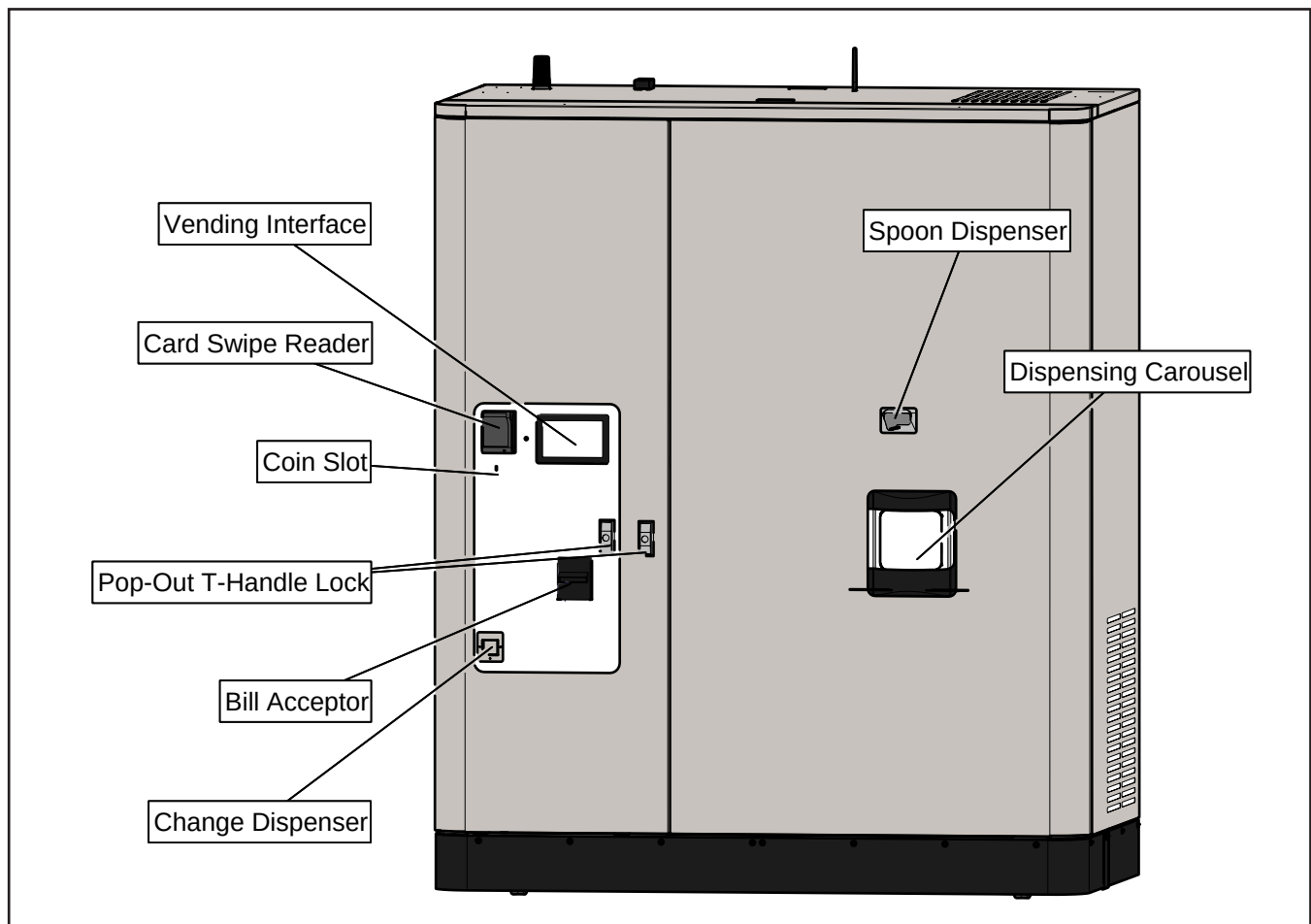


Figure 2-1 Machine Controls

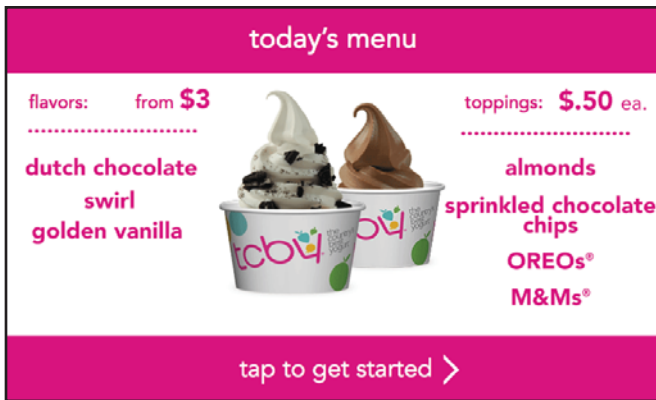


Figure 2-2 Vending Interface

VENDING INTERFACE

The vending interface is a touch screen used for customer ordering and technician configuring. It is also used to manually open and close the spigots during cleaning.

COIN SLOT

The coin slot accepts nickels, dimes, quarters, and dollar coins.

POP-OUT T-HANDLE LOCK

The machine has two locks which are keyed separately; one for the main door and one for the vending door.

BILL ACCEPTOR

The bill acceptor can be configured to accept any combination of denominations from \$1 to \$20. The denomination settings are changed on the DIP switches located on the side of the acceptor. Refer to the instructions printed on the acceptor to change denominations.

NOTE

If the customer inserts more than one bill and cancels the order, only the last bill inserted will be returned. The remaining change will be given in coins. For example: if a customer inserts a \$20 then a \$1 and then cancels the order, the \$1 bill will be returned along with 20 dollars' worth of coins.

CHANGE DISPENSER

The change dispenser dispenses change from a sale or from a canceled order.

SPOON DISPENSER

The spoon dispenser automatically dispenses a spoon when a product is delivered.

DISPENSING CAROUSEL

The dispensing carousel rotates when a cup of product is served. The carousel remains open until it senses the cup has been removed.

A. INTELLITEC2™ TOUCHPAD

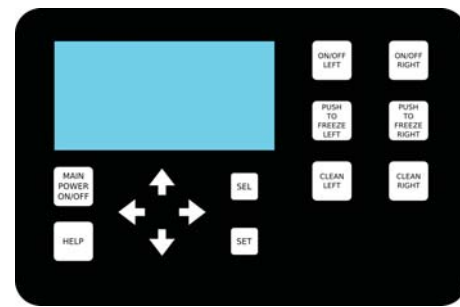


Figure 2-3 IntelliTec2™ Control

The IntelliTec2™ touchpad is located behind the cup assembly in the machine. The touchpad controls the machine operation.

NOTE

Adjustments to the dispensing system are done through the vending interface.

Following is a description of each button on the IntelliTec2™ touchpad.

Main Power On/Off

The Main Power button is used to supply power to the IntelliTec2 control, the freezing cylinder circuits and the storage refrigeration system. When the machine is first plugged in, the control defaults to the On status with power to the hopper only. If the Main Power On/Off button is pressed when the machine is on, the machine will turn off and a status message will be displayed on the screen.

Help

Pressing the Help button will display help information dependant on the cursor's location. Pressing the Help button again will exit the help screen.

Selection Button (SEL)

The SEL button is used by technicians to select menu options.

Set Button (SET)

The SET button is used by technicians to save changes when modifying control settings.

On/Off Button

Power to the freezing cylinders can then be controlled with the On/Off Left and On/Off Right switches.

Push to Freeze Button

Pressing the PUSH TO FREEZE button initiates "Serve Mode".

Clean Button

The CLEAN button initiates "Clean Mode".

Arrow Buttons (←, ↑, →, ↓)

The arrow buttons are used by technicians to navigate through the control readings and settings.

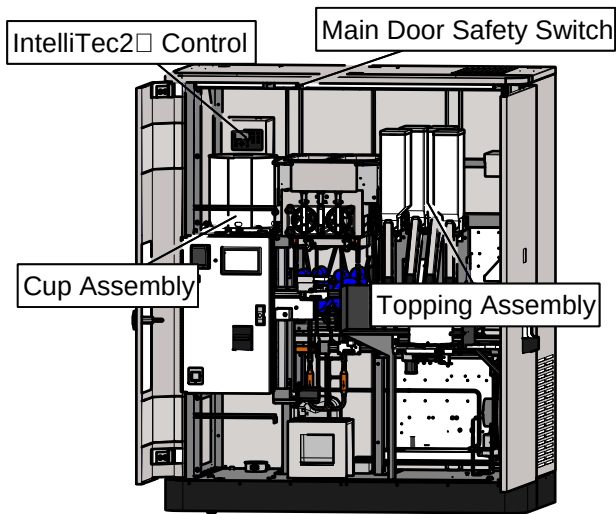


Figure 2-4 Internal Machine Assemblies

B. MAIN DOOR SAFETY SWITCH

The main door safety switch is a snap action door interlock switch. When the door is open, there is no power to the vending system. When the door is shut, or the switch actuator is pulled outward, the vending system receives power.

C. CUP ASSEMBLY

The cup assembly has five tubes that hold a maximum of 30 cups each. When refilling, pull the cups apart before inserting them into the tube so they are not stuck together.

The assembly dispenses cups until the tube is empty then automatically rotates counterclockwise to the next tube. If a tube must be left empty, make sure it is to the right of the front tube.

D. TOPPING ASSEMBLY

The topping assembly automatically dispenses toppings based on the customer's order. The assembly consists of four bins with covers and the dispensing chutes. When a customer selects a topping, an auger rotates for a preselected time.

Be sure the vending interface screen matches the contents of the topping bins. The bin furthest left includes an agitator for nonuniform sized toppings, such as cookie pieces.

2.3 EMPTYING THE FREEZING CYLINDER

If the machine is empty, go to Section 2.4.

- Unlock the T-handle lock on the main door and open the door.
- Pull the main door safety switch outwards until it clicks.
- On the IntelliTec2™, make sure the Main Freezer Power is on. If the Current Status Screen is displayed, then the main power is on.

- Turn off the freezing cylinders by pressing the On/Off buttons.
- Press the Clean buttons. Allow the product to agitate for about 5 minutes.
- Remove the mix inlet regulators from the hoppers.
- On the vending interface, press and hold the screen in the upper left corner until a passcode screen is displayed.

NOTE

The passcode screen may already be displayed after pulling out the actuator on the door safety switch.



Figure 2-5 Accessing Spigot Controls

- On the passcode screen, enter: 7654. Then press "ENTER".

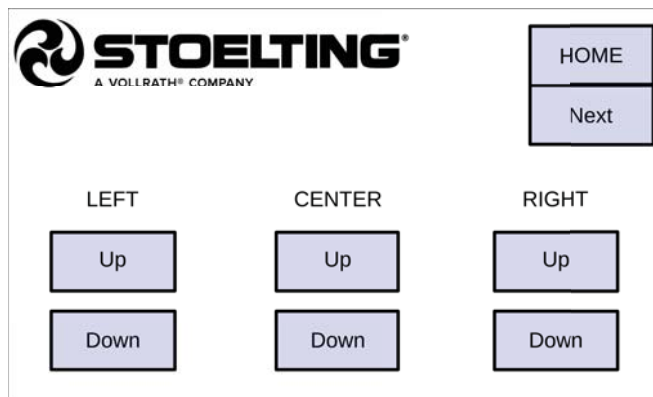


Figure 2-6 Spigot Controls

- Press "Next" to navigate to the spigot screen.
- After about 5 minutes press the "Up" buttons to open the spigots and drain the mix.

NOTE

Press the up button twice to fully open the spigot

- Press the Clean button on the IntelliTec2™ to stop the auger and press the "Down" buttons on the vending interface to close the spigots.
- Fill the hopper with 2 gallons (8 liters) of cool tap water.

- M. Press the Clean button and let the auger rotate for at least 30 seconds.
- N. While the auger is rotating, scrub the hopper with a clean brush.
- O. Drain the water out of the machine.

NOTE

If the water does not drain clear, repeat steps B through E.

- P. Press the Clean button again to stop the auger.
- Q. Optional: Fill the hopper with about 2 gallons of Stera-Sheen solution (prepared following manufacturers instructions) and follow steps B through E above.

NOTE

Running the solution through the machine makes cleaning parts easier after disassembly.

2.4 DISASSEMBLY OF MACHINE PARTS

Before using the machine for the first time, complete machine disassembly, cleaning, and sanitizing procedures need to be followed. Routine cleaning intervals and procedures must comply with the local and state health codes. Inspection for worn or broken parts should be made at every disassembly of the machine. All worn or broken parts should be replaced to ensure safety to both the operator and the customer and to maintain good machine performance and a quality product. Check the wear line on the auger flights on a regular basis (Fig. 2-7) and replace as needed. Frequency of cleaning must comply with the local health regulations.



Figure 2-7 Auger Flight Wear

To disassemble the machine, refer to the following steps:

A. DISASSEMBLY OF FRONT DOOR

- 1. On the IntelliTec2™ control, press and hold the Main Freezer Power button for three seconds to turn the power off.

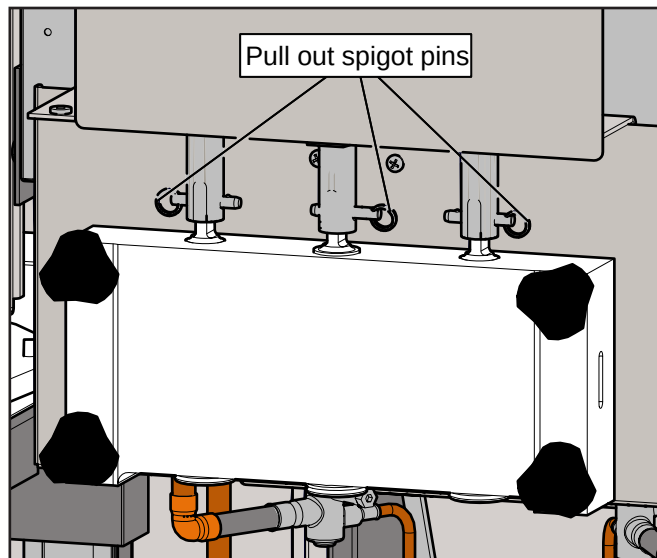


Figure 2-8 Spigot Pins

- 2. Pull out the spigot pins.
- 3. Remove the rosette caps from the bottom of the front door
- 4. Remove the knobs on the front door and remove the front door by pulling it off the studs.
- 5. Remove the spigots through the bottom of the front door.
- 6. Remove all o-rings from parts by first wiping off the lubricant using a clean towel. Then squeeze the o-ring upward to form a loop (Fig. 2-9). Roll the o-ring out of the groove.

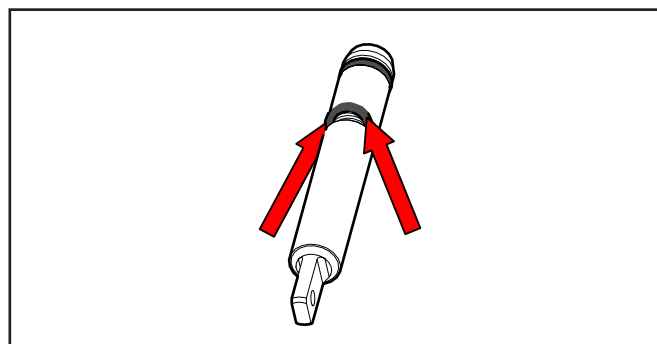


Figure 2-9 Removing O-Ring

B. DISASSEMBLY OF AUGER

- 1. Remove the front auger supports and bushings.
- 2. Remove the auger assemblies from the machine. Pull the augers out of the freezing cylinder slowly. As the augers are being pulled out, carefully remove each of the plastic flights with springs.
- 3. Keep the rear of the augers tipped up once they are clear of the freezing cylinder to prevent the rear seal assemblies from dropping.

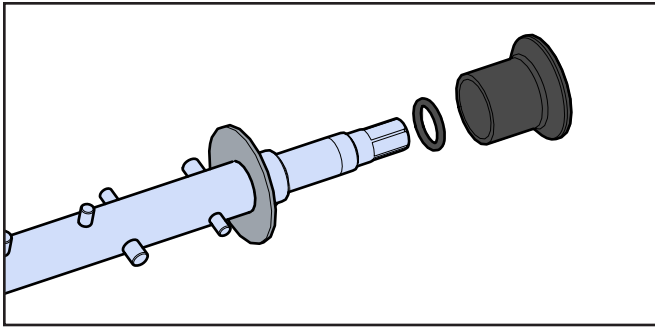


Figure 2-10 Rear Seal

4. Wipe lubricant off of the hex end of the augers with a paper towel. Remove the rear seal assemblies (Fig. 2-10).
5. Wipe any excess lubricant off the rear seals.
6. Unscrew the springs from the auger flights.

C. DISASSEMBLING TOPPING ASSEMBLY

The topping assembly must be disassembled, cleaned and sanitized prior to use. Frequency of cleaning the topping assembly must comply with the local health regulations.

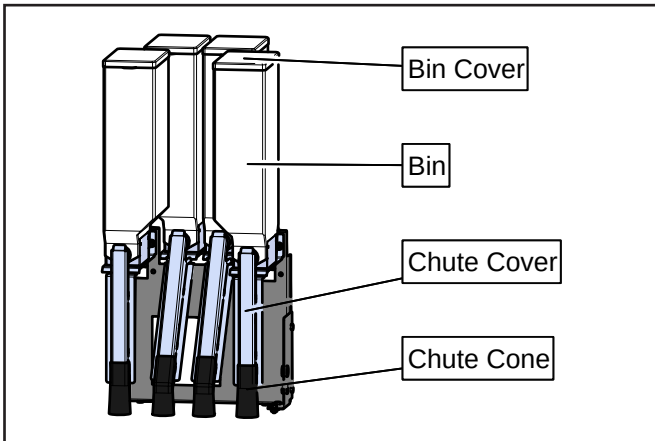


Figure 2-11 Topper Assembly

1. Remove the cones and covers from the topping chutes.
2. Push the bin backwards so that the pins disengage.

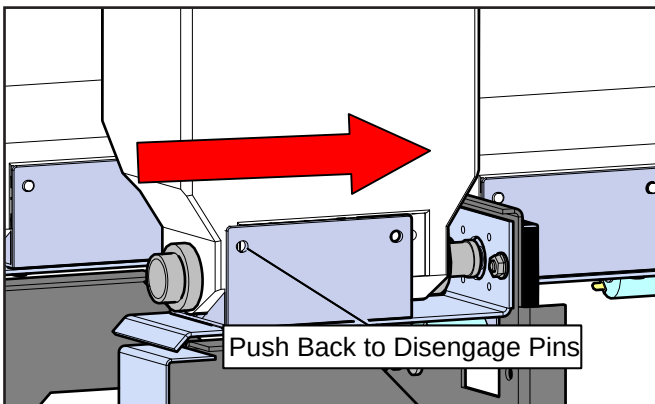


Figure 2-12 Disengage Topping Bin Pins

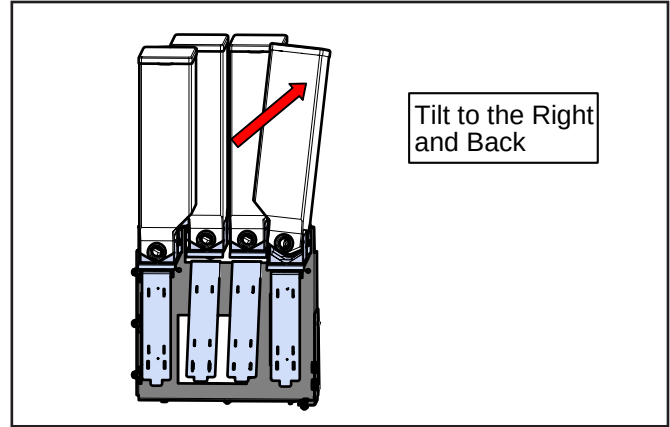


Figure 2-13 Tilt Bin to Remove

3. Tilt the bin to the side and back.
4. Pull bin forward to disengage the motor from the auger.
5. Each bin has an auger assembly that must be disassembled for cleaning. Unscrew the ends and remove the auger.
6. The bin on the far left also has an agitator that must be removed for cleaning. The agitator consists of a gear and two springs. To remove, press the bin ends inwards to bow the sides outward, then twist the agitator to disengage.

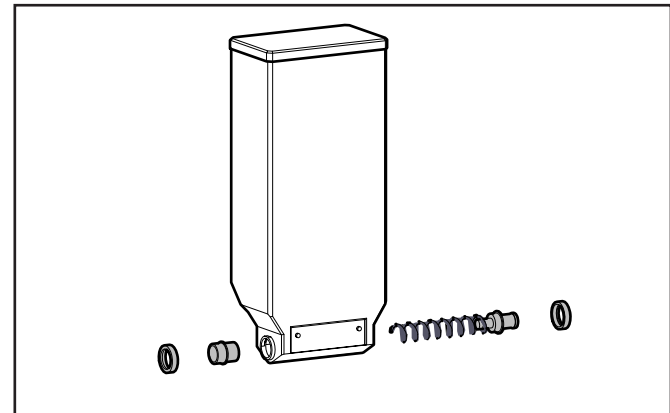


Figure 2-14 Topper Bin Assembly

D. REMOVE TRAYS

The machine has a drip tray and a topping overflow that need to be removed for cleaning.

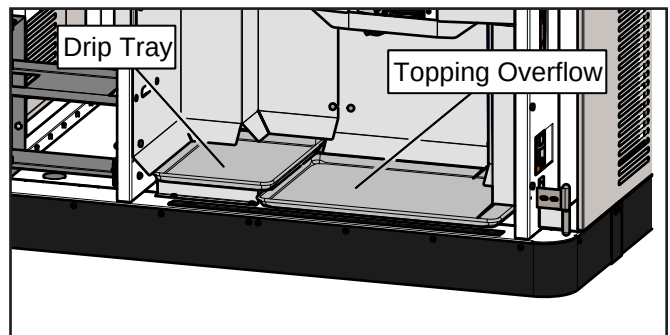


Figure 2-15 Trays

2.5 CLEANING DISASSEMBLED PARTS

Disassembled parts require complete cleaning, sanitizing and air drying before assembling. Local and state health codes dictate the procedure required. Some state health codes require a four sink process (pre-wash, wash, rinse, sanitize, air dry), while others require a three sink process (without the pre-wash step). The following procedures are a general guideline only. Consult your local and state health codes for the procedures required in your location.

- A. Disassemble all parts. (Refer to Section 2.4 for the disassembly of machine parts)
- B. Place all parts in 90° to 110°F (32°C to 43°C) mild detergent water and wash thoroughly. Use the brushes that shipped with the machine to clean all holes in the front door, flights, mix pickup assembly, etc.
- C. Rinse all parts with clean 90° to 110°F (32°C to 43°C) water.
- D. Place all parts in a sanitizing solution for at least 1 minute, then remove and let air dry completely before assembling in machine.

2.6 CLEANING THE MACHINE

Cleaning the machine includes washing the hoppers, freezing cylinders, cup assemblies, shadowbox, ramp, and carousel. To properly clean the machine, a mild detergent water, sponges or washcloths, a large brush, and a shop vac are recommended.

A. CLEANING HOPPER & FREEZING CYLINDER

1. Clean the hoppers with a large brush.
2. Clean the rear seal surfaces on the inside of the freezing cylinders.
3. Using sanitizing solution and the large barrel brush provided, sanitize the freezing cylinders by dipping the brush in the sanitizing solution and brushing the inside of the freezing cylinders.
4. Wrap the brush in a clean sanitized cloth and thoroughly dry the freezing cylinders.

B. CLEANING CUP TRANSPORT ASSEMBLIES

1. With the main door open and the power switch set to the off position (middle position), manually move the cup assembly so that it can be cleaned. The assembly will be behind the vending box.
2. Remove the cup shield cover and remove the cup holder. Do not lose the lock washers when removing the parts for cleaning.
3. Clean the shield cover and cup holder and clean the IR sensor.

NOTE

The IR sensor must be cleaned so it can properly sense when a cup is present.

4. Install the cup holder and shield.

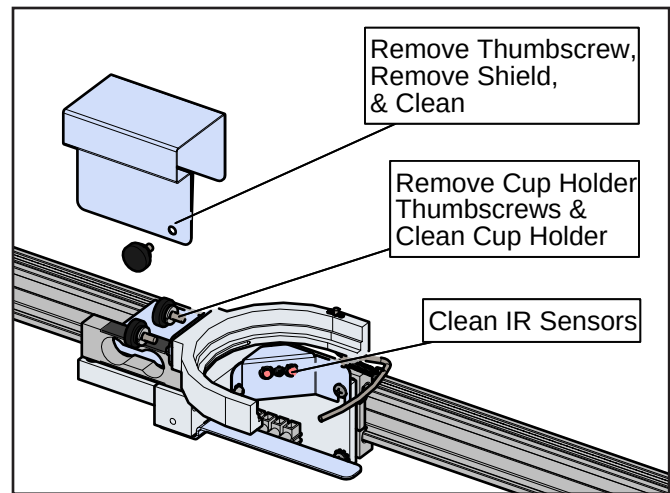


Figure 2-16 Cup Assembly

5. Wipe the toppings cup holder clean.

C. CLEANING SHADOWBOX, RAMP, AND CAROUSEL

1. Clean the shadowbox, ramp and carousel.
2. Vacuum the surfaces if any toppings have dropped.

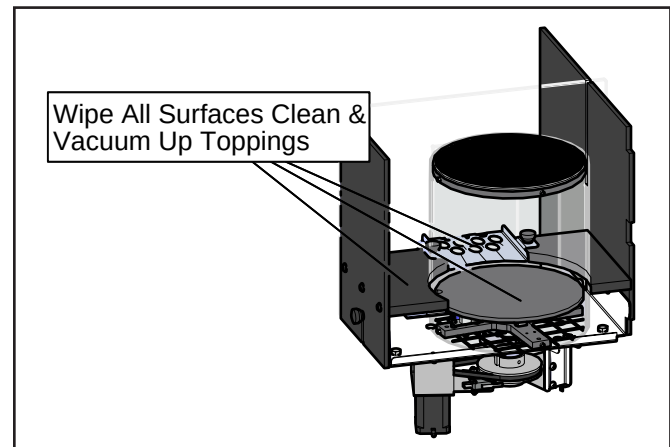


Figure 2-17 Clean Dispensing Assembly

2.7 ASSEMBLING MACHINE

To assemble the machine parts, refer to the following steps:

NOTICE

Total Blend sanitary lubricant, Petrol-Gel sanitary lubricant, or equivalent must be used when lubrication of machine parts is specified.

Total Blend can be used in place of two products. It is used to lubricate parts and also used in place of spline lubricant. Do not use more than one packet of Total Blend per freezing cylinder.

NOTICE

The United States Department of Agriculture and the Food and Drug Administration require that lubricants used on food processing equipment be certified for this use. Use lubricants only in accordance with the manufacturer's instructions.



Figure 2-18 Lubricate Rear Seal

A. INSTALLING AUGER

1. Install the rear seal o-rings. Lubricate the outside of the rear seal o-rings with a generous amount Total Blend lubricant.
2. Lubricate the inside metal surfaces of the rear seals (Fig. 2-18) and install them onto the auger shaft. DO NOT lubricate the outside of the rear seals.
3. Lubricate the hex drive ends of the auger with a small amount of Total Blend lubricant.



Figure 2-19 Lubricate Auger Spline

4. Screw the springs onto the studs in the plastic flights. The springs must be screwed into the flights completely to provide proper compression.
5. Install the two plastic flights onto the rear of the augers and insert them part way into the freezing cylinder.
6. Install the remaining plastic flights, push the augers into the freezing cylinders and rotate slowly until the augers engage the drive shafts.

7. Apply a thin layer of sanitary lubricant to the inside and outside of the auger support bushings. Install the bushings onto the auger supports and install the auger supports into the front of the augers. Rotate the auger supports so that one leg of the support points straight up.

B. INSTALLING FRONT DOOR

1. Install the o-rings onto the spigot bodies and apply a thin layer of sanitary lubricant to the o-rings. Install the spigot bodies through the bottom of the front door.
2. Fit the front door o-rings into the grooves on the rear of the front door.
3. Place the front door assembly on the mounting studs and the push front door against the machine carefully.

NOTE

Make sure the pins of the front door do not touch the legs of the auger support.

4. Secure the front door to the machine by placing the knobs on the studs and tightening until finger tight. Tighten in a crisscross pattern. Do not overtighten. Proper o-ring seal can be observed through the transparent front door.
5. Install the spigot pins through the actuators and spigots.
6. Install the rosette caps to the bottom of the front door.

C. INSTALLING TOPPING ASSEMBLY

1. Install the auger assemblies into the topping bins. Install the agitator into the bin on the far left.
2. Install the canisters into the brackets. When installing, tilt the canister backwards to engage the motor shaft, then press downward to lock into place.

NOTE

The canister with the agitator must be installed furthest left.

3. Install the chutes onto the dispense slides.
4. Install the chute cones. Make sure the metal lip of the chute is inside the cone.

2.8 SANITIZING

Sanitizing must be done after the machine is clean and just before the machine is filled with mix. Sanitizing the night before is not effective. However, you should always clean the machine and parts after using it.

NOTE

The United States Department of Agriculture and the Food and Drug Administration require that all cleaning and sanitizing solutions used with food processing equipment be certified for this use.

When sanitizing the machine, refer to local sanitary regulations for applicable codes and recommended sanitizing products and procedures. The frequency of sanitizing must comply with local health regulations. Mix sanitizer according to manufacturer's instructions to provide a 100 parts per million strength solution. Mix sanitizer in quantities of no less than 2 gallons of 90°F to 110°F (32°C to 43°C) water. Allow sanitizer to contact the surfaces to be sanitized for 5 minutes. Any sanitizer must be used only in accordance with the manufacturer's instructions.

- A. Prepare 2 gallons of Stera-Sheen sanitizing solution for each freezing cylinder following the manufacturer's instructions.
- B. Install the mix inlet regulators into the hoppers so the bends are towards the right.
- C. Install the inserts into the regulators. Turn the inserts so the flow rates are set to the number 3 position.

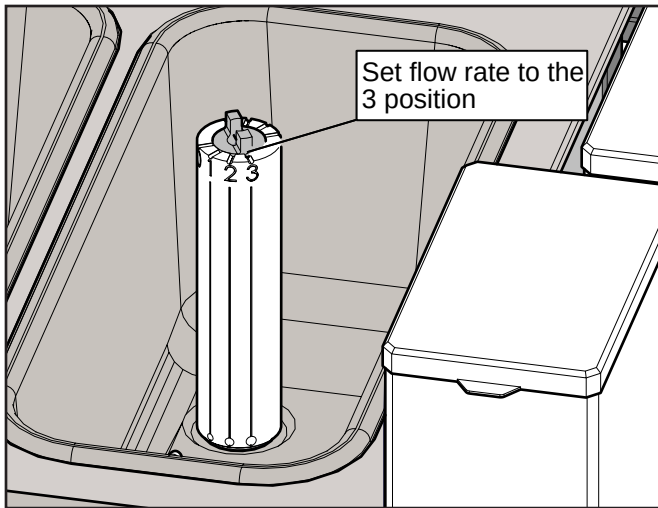


Figure 2-20 Mix Inlet Regulator Flow Rate

- D. Pour the sanitizing solution into the hoppers.
- E. On the IntelliTec2™ control, press the Main Freezer Power button to turn the power on.
- F. Press the CLEAN buttons.
- G. Check for leaks at the front door seal.
- H. Use a sanitized soft bristle brush dipped in sanitizing solution to clean the hopper sides, the mix inlet regulators, and the undersides of the hopper covers.
- I. On the vending interface, press and hold the screen in the upper left corner until a passcode screen is displayed.

NOTE

The passcode screen may already be displayed after pulling out the door safety switch

- J. On the passcode screen, enter: 7654. Then press “ENTER”.
- K. Press “Next” to navigate to the spigot screen.
- L. After about 5 minutes press the “Up” buttons to open the spigots and drain the mix.

NOTE

Press the open button twice to fully open the spigot

- M. On the IntelliTec2™ touchpad, Press the CLEAN buttons to stop the augers. Allow the freezing cylinder to drain completely.

The machine is now sanitized and ready for adding mix.

2.9 FREEZE DOWN AND OPERATION

- A. Sanitize immediately before use.
- B. Fill each hopper with at least 2.5 gallons of mix.
- C. Fill the topping canisters

NOTE

The default settings for toppings are the following:

1. Furthest Left: Oreo®
2. Middle Left: Sprinkled Chocolate Chip
3. Middle Right: Slivered Almonds
4. Furthest Right: M&M's®

If changing the topping variety in the bins, make sure to change the vending interface.

- D. Place a container under the spigots and open the spigots to allow the mix to flush out about 8 ounces (0.23 liters) of sanitizing solution and liquid mix.
- E. On the IntelliTec2™ touchpad, press the On/Off buttons to turn the freezing cylinders On.
- F. Allow the freezing cylinders to fill. Then press the PUSH TO FREEZE buttons.
- G. When product is ready, the IntelliTec2™ display reads “SERVE 2”.

NOTE

Make sure the product is ready to serve before allowing customers to place orders.

SECTION 3 MAINTENANCE AND ADJUSTMENTS

This section is intended to provide maintenance personnel with a general understanding of the machine adjustments. It is recommended that any adjustments be made by a qualified person.

3.1 FINE CONSISTENCY ADJUSTMENT

If the product consistency needs to be adjusted, use the Fine Consistency Adjustment. To access the setting, the Associate level password must be entered. Follow the steps below for the Fine Consistency Adjustment.

- A. Press the left arrow from the Current Status screen.
- B. Press the right arrow then the SEL button from the Password screen. After the password is accepted, move the cursor to the Fine Consistency Adjustment option and press the SEL button.
- C. On the Fine Consistency Adjustment screen, press the SET button and use the arrows to modify the setting. Adjust the Fine Consistency higher to increase the consistency or lower to decrease the consistency. Press the SEL button to toggle between left and right freezing cylinders.
- D. Press the SET button to save the changes. Make adjustments in increments of 5 for best results.

3.2 DRIVE BELT TENSION ADJUSTMENT

To check belt tension, refer to Figure 4-1 and follow the steps below:

- A. Remove the back right panel.
- B. Use a Burroughs Belt Tension Gauge to set the tension for the drive belt. Set the belt tension to 50-55 lbs.
- C. If an adjustment is necessary, adjust belt tension bolt.
- D. Using a straightedge, check that the drive motor pulley is aligned with the speed reducer pulley. Align the pulley if necessary.

NOTE

Belt life will be increased if new drive belts are tightened after two or three weeks of operation.

3.3 CONDENSER CLEANING (AIR-COOLED MACHINES)

The condenser requires periodic cleaning. To clean, refer to the following procedures.

- A. Disconnect power to the machine.
- B. Remove the right side panel.
- C. To remove the condenser filter, grasp the top and pull off. Visually inspect the filter for dirt. If it is dirty, shake or brush excess dirt off of it and wash it in warm, soapy water. Once the filter is clean, rinse it thoroughly in warm, clear water and shake dry, taking care not to damage it in any way.

NOTE

If the condenser is not kept clean, refrigeration efficiency will be lost.

3.4 COIN CHANGER MAINTENANCE

The coin changer attempts to maintain a certain quantity of coins in the coin tubes. This quantity is called the "float" (also known as PAR setting). The ideal float is to have just enough coins needed to provide change to every customer between maintenance visits.

FLOAT OPERATION

During maintenance, use the float operation to dispense or insert coins to bring the coin level to the float setting. The factory default float setting is full tubes (the float operation will request coins to be inserted until each coin tube is full)

NOTE

Refer to the MEI Cashflow operation guide for information on how to change the float value.

- A. Press the yellow button on the coin manager to access the menu.
- B. Press the A button to select FLOAT
- C. After two seconds, the changer dispenses any excess coins.
- D. If a coin tube is low, the display shows the quantity needed to achieve the float value. Add coins or press Skip.
- E. Press the Finish button.

3.5 BILL ACCEPTOR

The bill acceptor has the following configuration options:

- Bill Direction
- High Acceptance or High Security
- Denominations

The settings are changed on the DIP switches located on the side of the acceptor. Refer to the instructions printed on the side of the acceptor to change configuration options.

3.6 SPOON DISPENSER

The spoon dispenser requires Dixie SmartStock spoons to operate.

ADDING SPOONS

1. Loosen the knob holding the spoon dispenser to the door and slide the knob to the right.
2. Rotate the spoon dispenser to access the front of the unit.
3. Open the top cover of the dispenser and fill with Dixie SmartStock spoons.

NOTE

After filling, make sure the clear window at the front of the dispenser is closed.

4. Rotate the spoon dispenser back into place, slide the knob to the left, and tighten the knob. Make sure the washer is between the knob and the metal bracket.

3.7 PREVENTATIVE MAINTENANCE

It is recommended that a preventative maintenance schedule be followed to keep the machine clean and operating properly. The following steps are suggested as a preventative maintenance guide.

- A. Daily checks
 - Check for any unusual noise or condition and repair immediately.
 - Topping Assemblies - Remove chutes and inspect for blockages.
 - Splash Panels & Trays - Wipe splash panels and remove and clean trays.
 - Cup Holders - Wipe cup holder and splash shields.
 - Carousel Door - Remove any spilled toppings and wipe clean.
 - Mix Hopper - Remove any foam accumulation in the hoppers.
 - Mix Inlet Regulator - Some products may require the mix inlet regulator be removed and cleaned.

- B. Monthly checks
 - Check the condenser for dirt and clean if necessary.
- C. Quarterly Checks
 - Check drive belts for wear and tighten belts if necessary.

3.8 EXTENDED STORAGE

Refer to the following steps for storage of the machine over any long period of shutdown time:

- A. Clean all the parts that come in contact with mix thoroughly with a warm detergent water. Rinse in clear water and dry all parts. Do not sanitize.

NOTE

Do not let cleaning solution stand in the freezing cylinder or hopper during the shutdown period.

- B. Remove, disassemble, and clean the front door, and auger shaft. Leave disassembled during the shutdown period.
- C. Place the auger flights and auger support bushing in a plastic bag with a moist paper towel. This will prevent them from becoming brittle if exposed to dry air over an extended period of time (over 30 days).
- D. Press the Main Power On/Off button to turn the machine off.
- E. Disconnect the machine from the source of electrical supply.

SECTION 4 TROUBLESHOOTING

4.1 OUT OF ORDER

If the vending interface shows an out of order screen, complete the following checks before contacting a service technician.

CUP LEVELS

Make sure there is a minimum of three tubes full of cups. Insert a maximum of 30 cups into each tube. When inserting, pull them apart slightly so they are not stuck together. Discard any damaged cups.

MIX LEVELS

Make sure the hoppers are at least 3/4 full of liquid mix. Add mix if necessary.

CAROUSEL DOOR

Make sure there are no objects in the carousel door and remove them if necessary.

CUP HOLDER ASSEMBLIES

Make sure the thumb screws on the cup holder assemblies are tight. Tighten as necessary.

INTELLITEC2™ ERROR

Refer to Section 4.2 for troubleshooting error codes on the IntelliTec2™ control.

4.2 INTELLITEC2™ ERROR CODES

When the machine experiences a problem, one of the following error codes will be displayed on the control panel. Each error code directs you to the system location of the malfunction.

ERROR CODE MALFUNCTION

2	High Torque
3	Run Time
4	Clean
5	Freezing Cylinder Sensor
6	Hopper Sensor (single hopper machines)
7	Drive Motor
8	Cab Sensor
9	High Pressure Cutout
10	Auxiliary Sensor
11	Prime (cab units only)
12	Left Hopper Sensor
13	Right Hopper Sensor
21	Spigot Open Time

To return the machine to normal operation, any error causing condition must be corrected and the power to the affected freezing cylinder must be cycled. Turn the power to the freezing cylinder off then back on using the On/Off button of the affected freezing cylinder.

4.3 INTELLITEC2™ ERROR CODE TROUBLESHOOTING

Error Code 2 - High Torque

If the control panel displays a High Torque Error (E2), the controller has sensed that the drive motor is running at a high load for 10 or more seconds. This may be due to the product consistency adjustment being set too high. Press the On/Off button for the cylinder to turn it off, wait until the product in the freezing cylinder thaws and then turn the cylinder back on. If the error persists, contact your Authorized Stoelting Distributor for further assistance.

Error Code 3 - Run Time

The Run Time Error (E3) occurs when the compressor runs continuously for an extended period. This error is generally caused by very low mix levels in the hopper or from product breakdown. Another common cause results from a restriction preventing mix from entering the freezing cylinder. Check the mix in the hopper. If the level mix is low, add mix. If there is a possibility that the mix has broken down, clean and sanitize the machine and replace the mix with fresh product.

Ice crystals in the hopper can clog the mix inlet system and prevent mix from entering the freezing cylinder. Thoroughly thaw mix per manufacturer's recommendations. To check for ice crystals, pour a small amount of product from the mix container through a clean and sanitized sieve or strainer. If ice crystals are in the mix, check temperature of the walk-in cooler where the mix is stored.

In air cooled machines, the Run Time Error may indicate that airflow within the machine has reduced or stopped. Check the sides of the machine for anything that would restrict airflow.

If the error persists after attempting to clear it, contact your Authorized Stoelting Distributor for further assistance.

Error Code 4 - Clean

If the machine is left in the Clean Mode for more than 20 minutes, the control panel will display a Clean Error (E4). This condition does not reflect a problem with the machine itself. The Clean Error has been programmed into the controller as a safeguard to protect the machine from potential damage caused by the machine being accidentally left in "Clean Mode". To clear the Clean Error, press the On/Off button for the cylinder to turn it off then back on.

Error Code 5 - Freezing Cylinder Sensor

The Freezing Cylinder Sensor Error (E5) indicates a failure of the barrel sensor or if the sensor is out of range. If the control panel displays an E5, press the On/Off button for the cylinder to turn it off then back on. If the error persists, contact your Authorized Stoelting Distributor for further assistance.

NOTE

When the machine encounters a Freezing Cylinder Sensor Error, the machine will continue to run using preset timers. This mode will allow the operator to continue serving product until the machine can be serviced.

Error Code 7 - Drive Motor

If the control panel displays a Drive Motor Error (E7), the control does not sense current coming from the drive motor. Press the On/Off button for the cylinder to turn it off then back on. If the error persists, contact your Authorized Stoelting Distributor for further assistance.

Error Code 8 - Cab Sensor

A Cab Sensor Error (E8) will not occur on the machine.

Error Code 9 - High Pressure Cutout

High Pressure Cutout Errors (E9) are usually caused by a dirty or inefficient condenser. If the control panel displays an E9 on an air cooled machine, check for proper air clearance around the machine.

If the error persists, contact your Authorized Stoelting Distributor for further assistance.

Error Code 10 - Auxiliary Sensor

An Auxiliary Temperature Sensor Error (E10) occurs if the temperature sensor on the control board fails. Press the On/Off button for the cylinder to turn it off then back on. If the error persists, contact your Authorized Stoelting Distributor for further assistance.

Error Code 12 - Left Hopper Sensor

The Left Hopper Sensor Error (E12) indicates a failure of the hopper sensor or if the sensor is out of range. If the control panel displays an E12, press the On/Off button for the cylinder to turn it off then back on. If the error persists, contact your Authorized Stoelting Distributor for further assistance.

Error Code 13 - Right Hopper Sensor

The Right Hopper Sensor Error (E13) indicates a failure of the hopper sensor or if the sensor is out of range. If the control panel displays an E12, press the On/Off button for the cylinder to turn it off then back on. If the error persists, contact your Authorized Stoelting Distributor for further assistance.

Error Code 21 - Spigot Open Time

The Spigot Open Time Error (E21) indicates a failure of the spigot switch. If the control senses the spigot is open continuously for 10 minutes, the machine will go into Sleep 3 mode. If the control panel displays an E21, press the On/Off button for the cylinder to turn it off then back on. If the error persists, contact your Authorized Stoelting Distributor for further assistance.

4.3 TROUBLESHOOTING - MACHINE

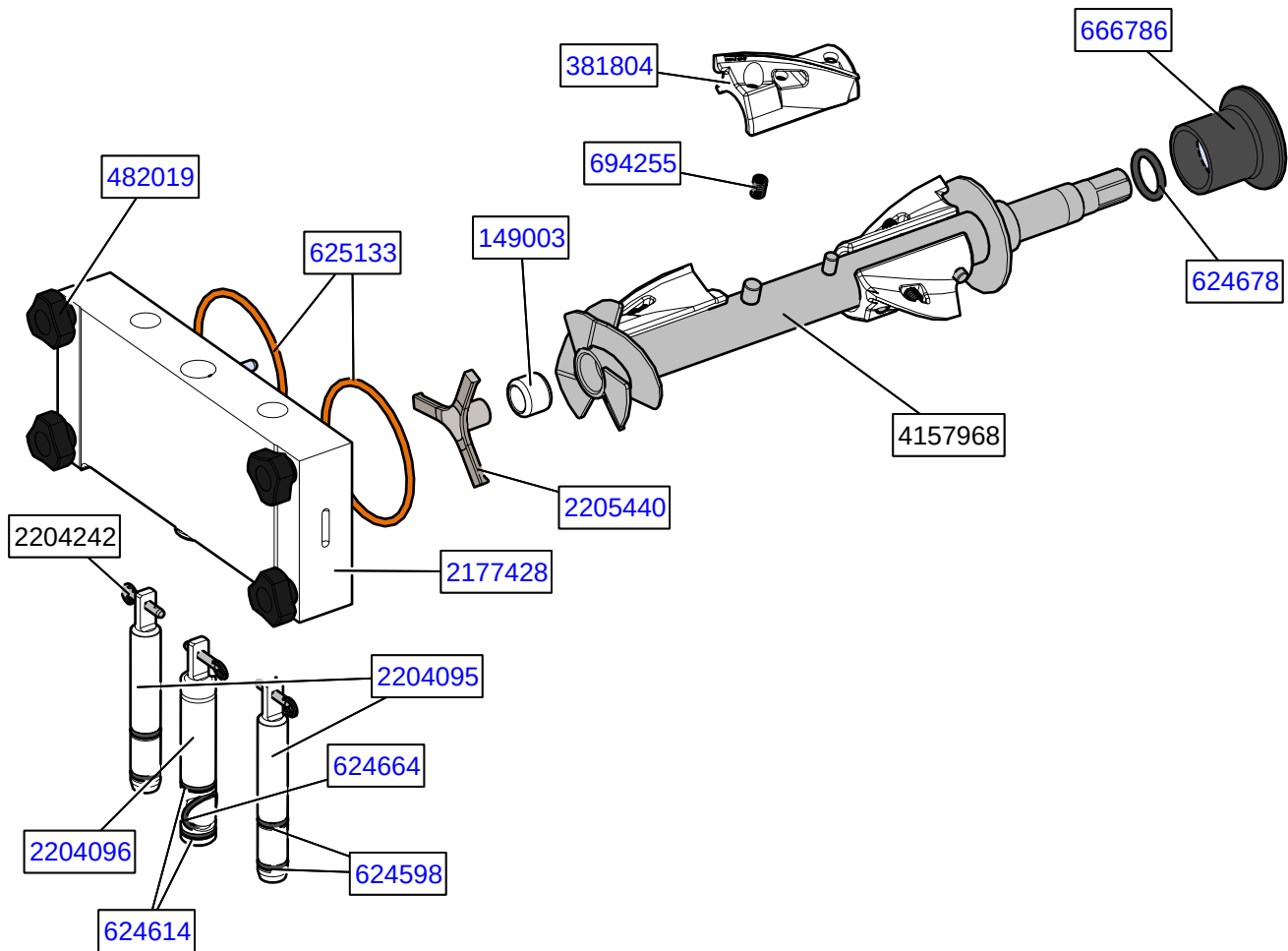
PROBLEM	POSSIBLE CAUSE	REMEDY
Machine does not run.	<ol style="list-style-type: none"> 1 Power to machine is off. 2 Freeze-up (auger will not turn). 3 Front door not in place. 	<ol style="list-style-type: none"> 1 Supply power to machine. 2 Turn machine off for 15 minutes, then restart. 3 Assemble front door in place.
Machine will not shut off.	<ol style="list-style-type: none"> 1 Refrigeration problem. 	<ol style="list-style-type: none"> 1 Check system. (Call distributor for service)
Product is too firm.	<ol style="list-style-type: none"> 1 CutOut Consistency setting too high 	<ol style="list-style-type: none"> 1 Adjust the CutOut Consistency (See Section 3)
Product is too soft.	<ol style="list-style-type: none"> 1 No vent space for free flow of cooling air. 2 Condenser is dirty. 3 CutOut Consistency setting too low 4 Auger is assembled incorrectly. 5 Refrigeration problem. 	<ol style="list-style-type: none"> 1 A minimum of 3" of air space on the sides. (See Section 2) 2 Clean the condenser. (See Section 4) 3 Adjust the CutOut Consistency (See Section 3) 4 Remove mix, clean, reassemble, sanitize and freeze down. 5 Check system. (Call distributor for service)
Product does not dispense.	<ol style="list-style-type: none"> 1 No mix in hopper. 2 Drive motor overload tripped. 3 Drive belt failure. 4 Freeze-up (Auger will not turn). 	<ol style="list-style-type: none"> 1 Add mix to the hopper. 2 Wait for automatic reset. (If condition continues, call distributor for service.) 3 Replace drive belt. 4 Turn off cylinder, wait for 15 minutes, then restart.
Drive belt slipping or squealing.	<ol style="list-style-type: none"> 1 Worn drive belt. 2 Freeze-up (Auger will not turn). 3 Not tensioned properly. 	<ol style="list-style-type: none"> 1 Replace drive belt. 2 Turn off cylinder, wait for 15 minutes, then restart. 3 Adjust belt tension
Rear auger seal leaks.	<ol style="list-style-type: none"> 1 Outside surface of rear auger seal is lubricated. 2 Rear seal missing or damaged. 3 Seal o-ring missing, damaged or installed incorrectly. 4 Worn or scratched auger shaft. 	<ol style="list-style-type: none"> 1 Clean lubricant from outside of rear seal and thoroughly clean rear of freezing cylinder. Lubricate inside of seal and reinstall. 2 Check or replace. 3 Check or replace. 4 Replace auger shaft.
Front door leaks.	<ol style="list-style-type: none"> 1 Front door knobs are loose. 2 Spigot parts are not lubricated. 3 Chipped or worn spigot o-rings. 4 O-rings or spigot installed wrong. 5 Inner spigot hole in front door nicked or scratched. 	<ol style="list-style-type: none"> 1 Tighten knobs. 2 See Section 3. 3 Replace o-rings. 4 Remove spigot and check o-ring. 5 Replace front door.

SECTION 5 REPLACEMENT PARTS

5.1 DECALS AND LUBRICATION

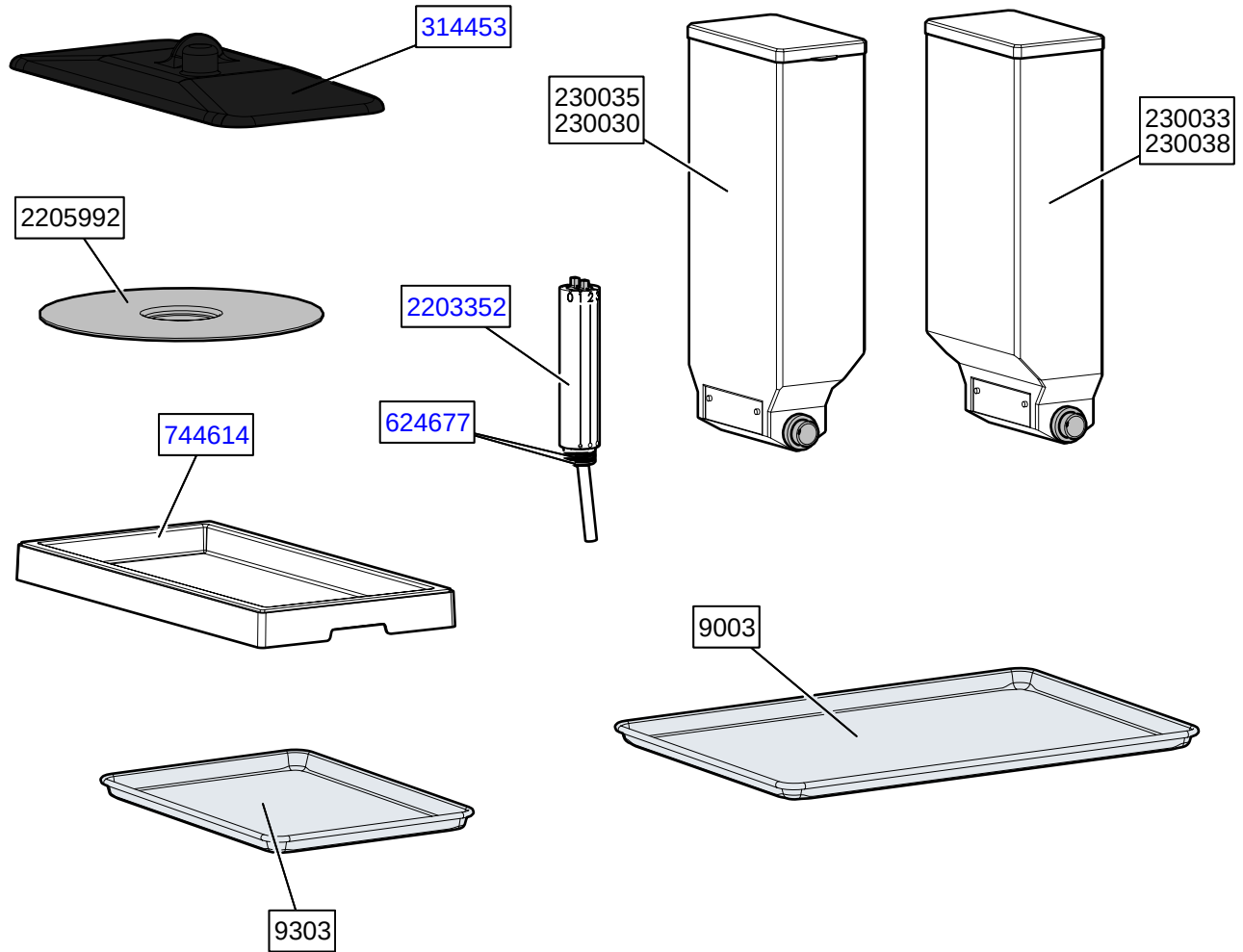
Part	Description	Quantity
208135	Brush - 4" X 8" X 16" (Barrel)	1
208380	Brush - 1/4" X 3" X 14"	1
208401	Brush - 1" X 3" X 10"	1
208467	Brush - 3/8" X 1" X 5"	1
236059	Card - Cleaning Instruction	1
324103	Decal - Caution Rotating Shaft	1
324105	Decal - Caution Electrical Shock	1
324106	Decal - Caution Electrical Wiring Materials	1
324107	Decal - Caution Hazardous Moving Parts	1
324125	Decal - Danger Electric Shock Hazard	1
324141	Decal - Caution Rotating Blades	1
324208	Decal - Attention Refrigerant Leak Check	1
324509	Decal - Cleaning Instructions	1
324566	Decal - Wired According To	1
324584	Decal - Adequate Ventilation 3"	3
324594	Decal - Attention Heat Sensitive	4
324672	Decal - Not Packing Material	1
324686	Decal - Danger Automatic Start	1
324803	Decal - Domed Stoelting Logo (Large) (Header Panel)	1
508048	Lubricant - Spline (2 oz Squeeze Tube)	1
508135	Petrol Gel - 4 oz Tube	1

5.2 AUGER SHAFT AND FACEPLATE PARTS



Part	Description	Quantity
149003	Bushing - Front Auger Support	2
381804	Auger Flight	10
482019	Knob - Front Door (Black)	4
624598-5	O-Ring - Outside Spigot - Black (5 Pack)	4
624614-5	O-Ring - Top & Bottom Center Spigot - Black (5 Pack)	2
624664-5	O-Ring - Middle Center Spigot - Black (5 Pack)	1
624678-5	O-Ring - Rear Seal - Black (5 Pack)	2
625133	O-Ring - Front Door - Red	2
666786	Seal - Rear Auger - Black	2
694255	Spring - Auger Flight	8
2177428	Door w/Pins	1
2204095	Spigot Body - Outer	2
2204096	Spigot Body - Center	1
2204242	Pin - Spigot	3
2205440	Support - Front Auger	2
4157968	Auger Shaft	2

5.3 TRAYS, BINS & HOPPER PARTS



Part	Description	Quantity
9003	Tray - Topping Overflow	1
9303	Tray - Drip	1
230030	Topping Bin - Right w/Agitator	1
230033	Topping Bin - Left	2
230035	Topping Bin - Right	1
230038	Topping Bin - Left w/Agitator	*
314453	Cover - Hopper	2
624677	O-Ring - Mix Inlet Regulator	4
744614	Tray - Drain	1
2203352	Mix Inlet Regulator	2
2205992	Cover - Cup Tubes	1