

# snackpoint media

westomatic  
*make it happen*



SCAN ME



**INSTALLATION & MAINTENANCE GUIDE**

PART NUMBER: 1011018

# Welcome

TO YOUR NEW SNACKPOINT

## INITIAL CHECK LIST

- 1 CHECK FOR DAMAGE**  
Report any issues.
- 2 LEVEL UP**  
Using the adjustable feet and a spirit level make sure the machine is level.
- 3 ATTACH FRONT PLINTH**  
Detachable for easy manoeuvring.
- 4 POWER ON MACHINE**
- 5 CONFIGURE & FILL COIN MECH/CARD READER**  
**Card readers must be set to operate at MDB Level 3.**  
**\*\*CAUTION** - Do not connect any device with machine switched on!
- 6 FILL MACHINE & SET PRICES**  
See 'Setting Prices' section of this document for further information.
- 7 PERFORM TEST VENDS - (MACHINE TEST)**  
NB: With 'Test Sales' selected, tests can be performed with door closed.
- 8 CHECK PAYMENT SYSTEMS ARE OPERATING CORRECTLY**

AND YOU'RE ALL SET



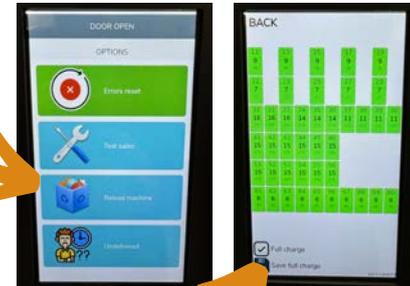
# FILLING THE MACHINE

1. Each shelf slides out for easy filling.
2. Ensure you fill each shelf with the correct product for the spiral depth.
3. For machines with open basket feature you **must** confirm products have been loaded.
4. In door open mode - select 'RELOAD MACHINE';
5. Then select 'FULL CHARGE';
6. To Confirm - 'SAVE FULL CHARGE'.
7. Perform a test vend to ensure products are moving freely. On inside of the door - Access the menu (using button 1).
8. TEST SALES - Select spiral to perform test with door closed.
9. **Exit all the way out when test is complete - to ensure settings save.**



**EACH SHELF  
SLIDES OUT FOR  
EASY FILLING**

**RELOAD THE  
MACHINE**



**FULL CHARGE & SAVE**

**MENU**



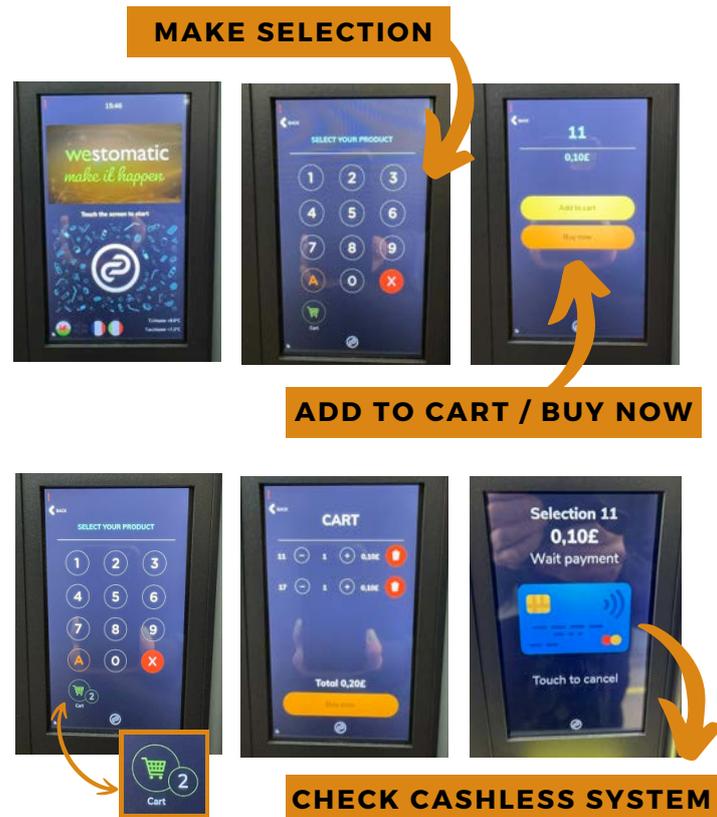
**TEST  
SALES**



# PRODUCT SELECTION/USER GUIDE IN VEND MODE

## USING THE TOUCH SCREEN: (with basket feature)

1. Touch the screen any where to bring up selection screen.
2. Make your selection using the number that corresponds to the spiral/product.
3. Choose to 'BUY NOW' or 'ADD TO CART'.
4. Repeat for additional items - number of items in cart shown next to  button.
5. Once selections are chosen, added to the cart, and you are ready to pay - select the  button.
6. Choose 'BUY NOW'.
7. The cashless system will ask for payment.



For single-vend machines:

- Insert coins before selecting if paying with cash;
- Select first and then tap your card if paying by card.

# LOADING THE HIGH CAPACITY TRAY

FOR QUINTO MACHINES FITTED WITH A HCT ONLY

## 1 LOCATE **RED** RELEASE LEVERS ON THE HIGH CAPACITY TRAY:

Press these down to allow tray to slide out.



LOCATE AND PRESS TO RELEASE TRAY

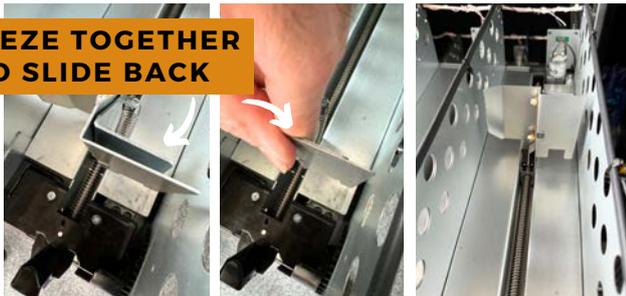
## 2 SLIDE HIGH CAPACITY TRAY OUT



## 3 LOCATE BOTTLE PUSHER:

Squeeze plates together & slide **ALL THE WAY BACK**.

SQUEEZE TOGETHER AND SLIDE BACK



## 4 LOADING BOTTLES:

Ensure 1<sup>st</sup> bottle is loaded **OPEN SIDE FIRST**.

**! IMPORTANT**

OPEN SIDE 1ST!!!

LOAD BOTTLES ON OPEN SIDE FIRST



BOTTLE STOP

# LOADING THE HIGH CAPACITY TRAY

## 5 DO NOT LOAD 1ST BOTTLE ON CLOSED SIDE:

This will cause the machine to jam.



DO NOT LOAD 1ST BOTTLE ON CLOSED SIDE

BOTTLE STOP

## 7 SLIDE HIGH CAPACITY TRAY IN:

Unlocking red release levers.



UNLOCK RELEASE LEVERS

## 6 MOVE BOTTLE PUSHER BACK INTO POSITION ENSURING THERE IS NO GAP:

You may need to sacrifice a bottle.

ENSURE THERE IS NO GAP



IMPORTANT

NEXT - TELL THE MACHINE IT HAS BEEN RELOADED



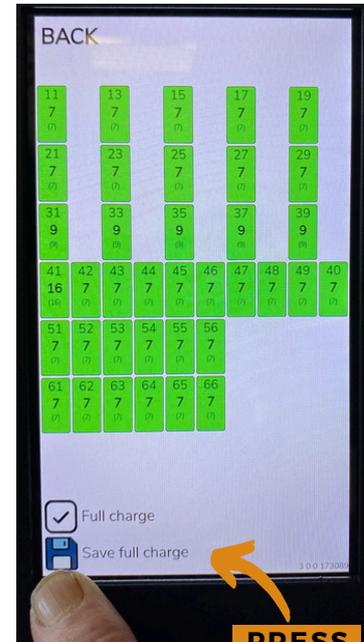
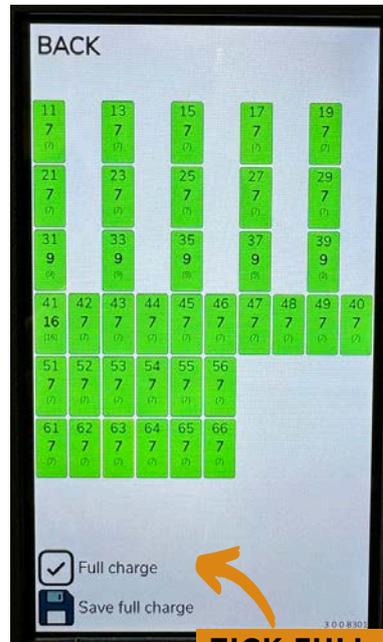
# LOADING THE HIGH CAPACITY TRAY

8

TELL MACHINE IT'S BEEN RELOADED - **EITHER** BY:

FULL CHARGE:

This automatically fills every section in the machine  
(ONLY use this if the machine is full).



TICK FULL CHARGE

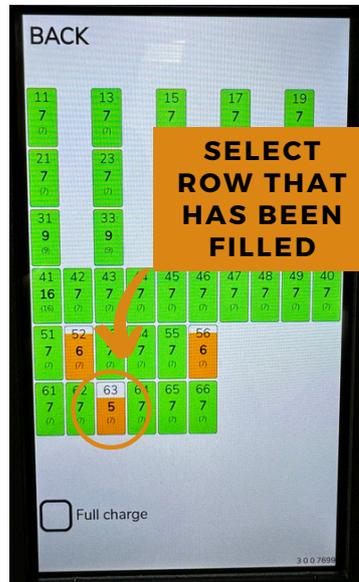
PRESS SAVE

# LOADING THE HIGH CAPACITY TRAY

## 9 TELL MACHINE IT'S BEEN RELOADED - OR BY:

### FILLING INDIVIDUAL ROWS:

This allows each row to be filled individually with the precise number of items added.



# SETTING PRICES

## 1 ACCESS THE MENU

Press Button 1 on back of the door.



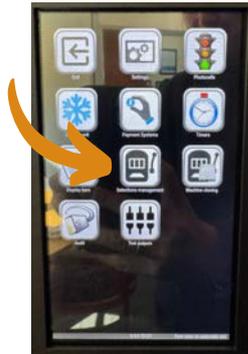
## 2 MACHINE PARAMETERS

Enter machine parameters screen.



## 3 SELECTIONS MANAGEMENT

Enter selections management screen.



## 4 PRICES

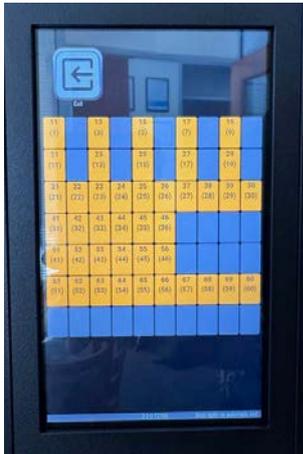
Enter prices screen.



# SETTING PRICES

## 5 SELECT AN ITEM

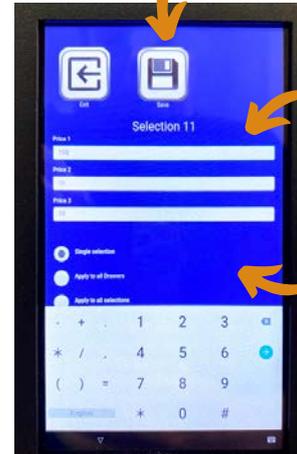
Highlight a selection item.



## 6 INPUT PRICES

NB. Do not enter a decimal point.

**SAVE**



PRICE 1: Primary price.  
PRICE 2 & 3: Different pricing periods.

Can apply to a single selection, a complete shelf or the entire machine.

PRESS SAVE ICON



**IMPORTANT**

**ENSURE YOU EXIT ALL THE WAY OUT UNTIL IT SAVES!**

# CLEANING THE MACHINE

## WEEKLY:

- Check shelves and ensure they are free of any crumbs/debris.
- Wipe/hover clean if necessary.
- Clean delivery area.

## EVERY 6 - 12 MONTHS:

- **FRIDGE** - disconnect and remove, hoover ventilation and condenser grill, test temperature probes, check fans move smoothly and check cut out temperature.
- **MACHINE TEST - TEST EACH SELECTION**
  - Check all selections and spirals are running smoothly and check entire machine is free of rubbish/food/debris.
- **COIN MECH** - Clean/test/refill/check reject mechanism.



**CLEAN ME!**



# TROUBLESHOOTING GUIDE

CODE	SUB CODE	FAILURE	ACTION/S TO TAKE
02	HCB selection Code Number	HCB selection diverter time-out (7 secs)	<ul style="list-style-type: none"> <li>• Check for any obstructions.</li> <li>• Check operation of Diverter Motor.</li> <li>• Perform valid test vend to clear error.</li> </ul>
07	HCB selection Code Number	Bottle pusher time-out (15 secs)	<ul style="list-style-type: none"> <li>• Check motor operation.</li> <li>• Check diverter is operational (move by hand left &amp; right) should return under spring pressure to the centre with no bottles in place).</li> <li>• Check Diverter sensor board is sensing magnets on underside of Diverter.</li> <li>• Perform valid test to reset.</li> </ul>
10		Cabinet temperature probe faulty	<ul style="list-style-type: none"> <li>• Check probes are correctly connected inside &amp; out of refrigeration unit.</li> <li>• Measure resistance of probe - should be between 800Ω-1000Ω.</li> <li>• If outside this range - replace probe.</li> <li>• If within this range and all connections OK - possible Powerboard fault.</li> </ul>
11		Evaporator temperature probe faulty	
16	33-38-117	Communication error with peripheral	<ul style="list-style-type: none"> <li>• Refer to sub-code list in full error code chart on WeSupport.</li> <li>• Probable loose or poor connection to device.</li> </ul>
30		Health Control triggered	<ul style="list-style-type: none"> <li>• If the machine does not contain any perishables, disable refrigeration safety for all shelves in the Cooler Unit programming section.</li> <li>• Check all fridge vents are clean and clear of any dust.</li> <li>• Check that the Evaporator &amp; Condenser Fans are both running. Replace applicable Fan Motor if not.</li> </ul>

**IMPORTANT:** If using the SINGLE VEND feature - the machine must be running minimum V029 software.  
 If using the MULTI-VEND OPEN BASKET feature - machine must be running minimum V004 software.

## CONTACT

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