



snackpoint media

ERROR CODES

Error Codes

ERROR CODE MEANING

CODE	SUB CODE	FAILURE	ACTION TO TAKE
02	HCBS Selection Code Number	HCBS selection diverter time-out (7 secs)	<ul style="list-style-type: none"> • Check for any obstructions. • Check operation of Diverter Motor. • Perform valid test vend to clear error.
07	HCBS Selection Code Number	Bottle pusher time-out (15 Secs)	<ul style="list-style-type: none"> • Check Motor operation. • Check Diverter is operational (move by hand left & right) should return under spring pressure to the centre with no bottles in place. • Check Diverter sensor board is sensing magnets on underside of Diverter. • Perform valid test vend to reset.
09	Selection Code Number	Possible Motor Microswitch or Motor Wiring problem.	<ul style="list-style-type: none"> • Perform a 'Read Configuration' procedure then test vend the selection. • Replace Motor Assembly if required.
10		Cabinet temperature Probe faulty	<ul style="list-style-type: none"> • Check probes are correctly connected inside and out of Refrigeration Unit. • Measure resistance of probe – should be between 800Ω-1000Ω if outside this range, replace probe. • If within range and all connections OK, possible Powerboard fault.
11		Evaporator temperature Probe faulty	<ul style="list-style-type: none"> • Check probes are correctly connected inside and out of Refrigeration Unit. • Measure resistance of probe – should be between 800Ω-1000Ω if outside this range, replace probe. • If within range and all connections OK, possible Powerboard fault.

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16	33-38-117	Communication error with peripheral	<ul style="list-style-type: none"> • Communication loss to powerboard. • Check connector on PL11 on mainboard (white/red/blue wires)to powerboard. • Probable loose or poor connection to device.
30		Health Control Triggered	<ul style="list-style-type: none"> • If no perishables are being sold in the machine, all shelves should be disabled form refrigeration safety in the Cooler Unit section of programming. • Check all fridge vents are clean and clear of any dust.
31	38-39	Photocell test error	<ul style="list-style-type: none"> • Perform a Photocell calibration and Test routine in Programming Mode (Refer to Technical Manual for full details).
32	38-39	Photocell calibration error	<ul style="list-style-type: none"> • Perform a Photocell calibration and Test routine in Programming Mode (Refer to Technical Manual for full details).
39	38-39	Photocell Safety	<ul style="list-style-type: none"> • Perform a Photocell calibration and Test routine in Programming Mode (Refer to Technical Manual for full details).
59		MDB Cashless transaction time-out	<ul style="list-style-type: none"> • Possible poor signal to Card Reader, not able to confirm transaction without timeout.

KEY:

33 = PHOTOCELLS 38 = SPIRALS MASTER 39 = SPIRAL SLAVE 117 = HUB BOARD