



snackpoint skudo

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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CODE	SUB CODE	FAILURE	ACTION TO TAKE
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

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CODE	SUB CODE	FAILURE	ACTION TO TAKE
02	HCB Selection Code Number	HCB 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	HCB 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.
09	NUMBER SELECTION CODE	Possible microswitch defect or spiral motor wiring defect	<ul style="list-style-type: none"> • Check Diverter sensor board is sensing magnets on underside of Diverter. • Perform valid test vend to reset.
10	(*) 38-39	Internal temperature feeler faulty	
11	(*) 38 - 39	Evaporator probe faulty	
16	(*) 33-38-39-117	Error communication with peripheral (electric panel hub board)	
17	(*) 38 - 39	Communication break during sale cycle without credit collection	
18	(*) 38 - 39	Communication break during cycle with credit collection	
30	(*) 38 - 39	Fridge safety has intervened	
31	(*) 38 - 39	Photocell test error	
32	(*) 38 - 39	Photocell calibration error	

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CODE	SUB CODE	FAILURE	ACTION TO TAKE
02	HCB SELECTION CODE NUMBER	HCB 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.
05	NUMBER SELECTION CODE	Motor disconnected	
07	NUMBER SELECTION CODE	HCB pusher timeout (15 secs)	
09	NUMBER SELECTION CODE	Possible microswitch defect or spiral motor wiring defect	
10	(*) 38-39	Internal temperature feeler faulty	
11	(*) 38 - 39	Evaporator probe faulty	
16	(*) 33-38-39-117	Error communication with peripheral (electric panel hub board)	
17	(*) 38 - 39	Communication break during sale cycle without credit collection	
18	(*) 38 - 39	Communication break during cycle with credit collection	
30	(*) 38 - 39	Fridge safety has intervened	
31	(*) 38 - 39	Photocell test error	
32	(*) 38 - 39	Photocell calibration error	

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33	(*) 38 - 39	
39	(*) 38 - 39	Photocell safety
51	(*) 38 - 39	Interruption of peripheral connection at the beginning of the sale cycle
55	/	Payment system out of service
61	NUMBER SELECTION CODE	Motor Blocked (the spiral does not rotate) SLAVE A
62	NUMBER SELECTION CODE	The spiral does not complete the rotation SLAVE A
65	NUMBER SELECTION CODE	Motor disconnected SLAVE A
69	NUMBER SELECTION CODE	Possible microswitch defect or spiral motor wiring defect SLAVE A
91	NUMBER SELECTION CODE	Selection not reset
93	/	Communication error between the machine and the Audit device

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