



# **CB500-SA**

## **CAN/BOTTLE VENDOR**



**MODEL:**

**3578 / 3578A**

**3578G**

**VendNet™**

8040 University Boulevard  
Des Moines, IOWA 50235  
United States of America

# **SERVICE MANUAL**



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## INTRODUCTION

This manual contains instructions, service, and installation guidelines. Read and follow the instructions to minimize set-up time. Become familiar with its features and functions.

It is equipped with an electronic control system. All programming of the vend functions, pricing and features is done on the control board. Changes can be made without any additional accessories or remote parts.

This manual should be read thoroughly to become familiar with the functions and features of the CB500. The initial set-up of a vending machine is a very important step of insuring that the equipment operates in a trouble-free manner. Following the instructions at the initial installation of the machine will avoid service problems and minimize set-up time.

If you have any questions pertaining to the information in the manual, replacement parts or the operation of the vending machine, then you should contact your local distributor or:

**VendNet™**  
8040 University Boulevard  
Des Moines, IOWA 50235  
United States of America  
  
Phone: 515-875-4218

Email: [vendnet@vendnetusa.com](mailto:vendnet@vendnetusa.com)  
Website: <http://www.vendnetusa.com>

## MODEL & SERIAL NUMBER

Please find the identification plate located on the backside of the cabinet and record the Model and Serial Number of your vending machine (vendor) on the space below.

Refer to these numbers on all correspondence and inquiries concerning this vendor. They are needed if service and parts information is required for your vendor.

**MODEL NUMBER:** \_\_\_\_\_

**SERIAL NUMBER:** \_\_\_\_\_

If you have any questions regarding the information in the manual, replacement parts or the operation of the vendor you should contact your local distributor or service entity.

**SPECIFICATIONS**

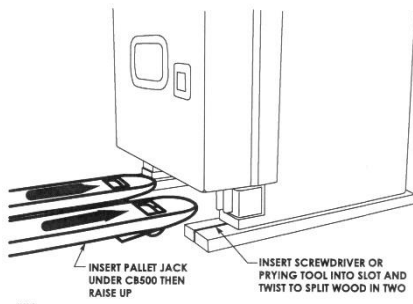
Model	3578/3578G	3578A	Model	3578/3578G	3578A
ELECTRICAL			REFRIGERATION		
Voltage	115 VAC	230 VAC	Unit Size	1/3 HP Hermetically Sealed	
Frequency	60 Hz	50 Hz	Refrigerant	R-134a / R-513a	
Current	7 Amps	3.5 Amps	Charge	6.0 Oz / 4.6 Oz	
CAPACITY			SIZE		
Selections	10		Height	72 inches (183 cm)	
Columns	10		Width	31.25 inches (79.4 cm)	
12 Oz Cans	50 per column, 500 total		Depths	35.5 inches (90 cm)	
20 Oz. Bottles	23 per column, 230 total		Weight	575 pounds (261 kg)	
FEATURES					
• On –Board 4-digit, 7-segment, ultra-high intensity LED display			• Impact delivery system.		
• MDB (Multi-Drop Bus) coin mechanism and bill validator interface.			• Dual regulated power supplies for logic and motor control.		
• Piezo “beeper” to provide audible feedback for key presses and control board activity.			• User friendly service mode.		
• No change or loss of program/memory due to power failure.			• Cash and Vend accountability. Information for individual selections or total machine can be compiled and used for inventory and ordering records.		
• Multi-Vend			• Individual product pricing ranging from free vend (\$0.00) to \$99.95		
• First-in, first-out for all selections.			• Motor vend testing selection.		
• Motorized delivery, electronically controlled.					

## UNPACKING

This vending machine was thoroughly inspected before leaving the factory and the delivering carrier has accepted this

vendor as their responsibility. Note any damage or irregularities at the time of delivery and report them to the carrier. Request a written inspection report from the claims inspector to file any claim for damage. File the claim with the carrier (not the manufacturer) within 15 days after receipt of the vending machine.

Carefully remove the outside packing material so as not to damage the finish or exterior of the vending machine. Inspect the vending machine for concealed shipping damage.



**Figure 1. Remove Knock-Away Supports**

Report any damage hidden by the shipping material directly to the delivering carrier on a Hidden Damage Report.

Record the model number and serial number of the vendor for your records. These numbers can be found on the Serial Plate on the rear of the cabinet and/or inside the vendor. Refer to these numbers on all correspondence and inquiries pertaining to this vendor.

Remove the "Knock-A-Way" support by sliding a pallet jack under the vendor, inserting a screwdriver or prying tool into the groove of the "Knock-A-Way" and splitting it in two as shown in **Figure 1**. Turn the leveling screws in as far as possible.

## INSTALLATION

### INSTALLATION CHECKLIST

- ☐ All shipping brackets, packing material and tape are removed.
- ☐ Vendor is properly leveled from left to right and front to back.
- ☐ \*Vendor is positioned no more than six feet from the power outlet.
- ☐ There is a space of at least four inches between the back of the vendor and any wall or obstruction, to allow proper air circulation.
- ☐ \*Vendor is plugged directly into a properly polarized and grounded (earthed) dedicated circuit.
- ☐ Bottom kick panel is installed on the bottom of the door.
- ☐ Vendor has been properly loaded and all items in each selection corresponds to the display product and vend price. Refer to Live Display selection below.

- ☐ The correct vend prices have been programmed into the controller. Refer to Set Price section in the programming manual supplied with the service package.
- ☐ Each price scroll agrees with the vend price.
- ☐ Each coin tube has at least 12 coins and no tube is filled above the fill level line. Refer to Coin Tube Fill section in the Programming Manual for information on using the MDB feature of the control board to track and maintain coin levels.
- ☐ The vendor door is closed tightly and locked.

**\* Not applicable for Model 3578G**

Consult local, state, and federal codes and regulations before installation of the vendor.

To minimize installation time and to avoid service problems due to improper installation, follow the instructions outlined in this manual.

**WARNING:**

**This vendor is equipped with a 3 amp circuit breaker to protect the vend circuit only. The refrigeration system is not on this breaker.  
3578G has additional 8 amp circuit braker to protect Vendor**

## **INITIAL INSTALLATION (Model # 3578 & 3578G)**

Read and follow all instructions outlined in the vendor Service Manual. Listed below are the basic rules or steps that should be followed at the initial installation of any vending equipment.

1. Carefully plan the route to be taken to the vendor operation site, making sure that you have adequate manpower and proper equipment to safely handle the product. Vending machines are relatively large and bulky and may be very heavy. Improper handling can result in injury.
2. Remove all exterior packing material from the vendor in a manner that does not damage the finish.
3. Remove the wooden shipping pallet or base. Make sure the leveling screws for the vendor are in place and functional.
4. **FOR Model #3578:**  
Position the vendor in its place of operation on a flat, smooth surface in such a way that the vendor's power cord easily reaches the power outlet or receptacle (DO NOT USE AN EXTENSION CORD) and check that the door will open fully without interference.  
**FOR Model #3578G:**  
Position the vendor on a Pedestal or Concrete Base or of similar nature so that the entire Vending machine is located a minimum of 18 inches (450 mm) above the grade level.
  - a. Use leg bolt down kit (order separately) to secure the machine to this 18" structure

(or)



- b. If it's 18" metal structure and has 4 holes (same CTC as in machine leg levelers) then remove 4 x leg levelers from the machine and use 4 x ½"-13 bolts (from local hardware) from bottom of the structure to secure the machine to this 18" structure.

Also, secure this 18" structure to the ground.

The machine should be permanently connected to the electrical source.

Connect the electrical source to the terminal block located at the back of the machine, just behind the air circulating panel. This should be done by a

**CAUTION:**

**Model # 3578G - For Gas station application.**

**This Equipment is to be installed and used in accordance with National Electrical Code ANSI/NFPA 70 and the code for Motor Fuel Dispensing Facilities and Repair Garages, ANSI/NFPA 30A.**

**For use above an 18 Inches high Class 1, Group D, Division 2 Hazardous Location.**

licensed electrician.

5. Leave at least 4 inches (10 cm) of space between the back of the vendor and any wall or obstruction for proper circulation.
6. Level the vendor to compensate for any irregularities of the floor, making sure all levelers are touching the floor. If it is properly leveled, it should not "rock" or "teeter" on any of the levelers. When the vendor is level, the door can be opened to any position and not move by itself. Try the door half-closed, straight out, and wide-open before deciding the vendor is level.
7. Remove all tape and shipping material used to secure interior parts during transit.

**CAUTION:**

**Do not block the ventilating screens in front or in the rear of the vendor. Always allow free ventilation behind a bank installation, so that exhaust air is not trapped. Failure to do so could result in a refrigeration failure.**

## **GROUNDING (EARTHING) & ELECTRICAL**

Prior to connecting the equipment, the integrity of the main electrical supply must be checked for correct polarity, voltage, (earth) ground, and (amperage) circuit protection. The fuse or breaker protecting the circuit must be rated at 15 amps or greater.

It is recommended that these checks be repeated at month intervals with the routine safety electrical testing of the equipment itself. To correct negative voltage, amperage, polarity, or ground (earth) checks, consult a qualified electrician.

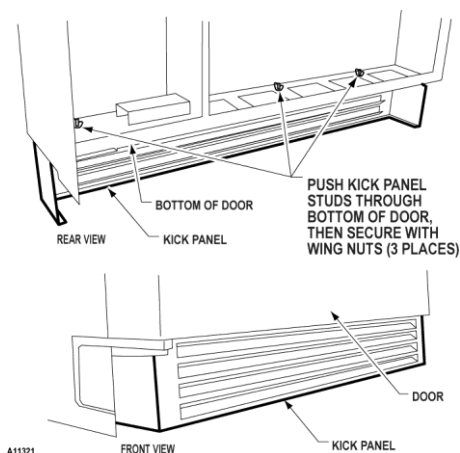
A noise suppressor has been installed in this vendor to compensate for any signal noise that could interfere with the normal operation of the control board. Vendor

**WARNING: DO NOT USE EXTENSION CORDS**

must be grounded for noise suppressor to work.

**INSTALL BOTTOM KICK PANEL**

1. Open main door. Remove the Kick Panel from inside.
2. Remove wing nuts from Kick Panel threaded studs. Save for step 6.
3. Open inner door.
4. Position Kick Panel under the main door with louvers facing front. See **Figure 2**.
5. Push Kick Panel threaded studs through holes in the bottom of the main door.
6. Lock the Kick Panel into position by re-installing the three (3) wing nuts as shown on **Figure 2**.
7. Close inner door and main door.



**Figure 2. Install Kick Panel**

**LOADING**

**VEND RACK**

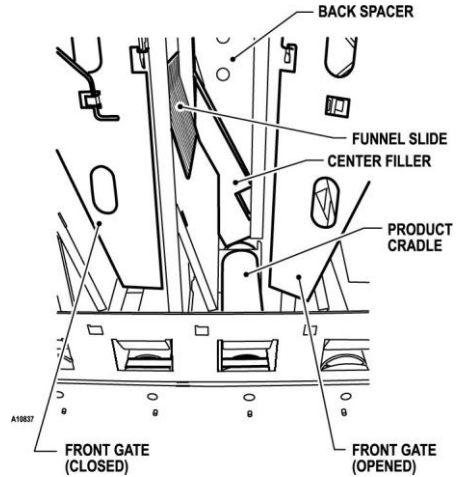
**IMPORTANT SUGGESTION:**

**Load the front rack with products that sell faster. When loading, fill the rear selections first. This method makes it easier to load the rack.**

Products featured in front door Live Display must match the product being loaded.

1. Funnel slides must be kept clean. Refer to **Figure 4** for part names, locations, and product orientation.
2. Refer to **Figure 4**. Product container bottoms must face toward the center of the rack as shown.
3. Do not store bottles in "spare" space of the cabinet. The refrigeration unit could be damaged.

4. A loading chart has been provided on the inner door to make it easier to keep track of what types of products have been loaded into the CB500-SA. Use a dry erase marker to avoid making a permanent mark.
5. If refilling with the same product size into the same column, then load products into the columns. Skip steps 7 through 11.
6. If loading for the first time or changing a column to a different product size or to reset product cradle (motor) to correct position, then load one row of products in each column and test vend each column using real money.
7. Add five (5) rows of products in each column to check product spacing. Products should not have more than  $\frac{1}{4}$  to  $\frac{1}{2}$  inches of free space at the front or back of the columns. See **Figure 4**.

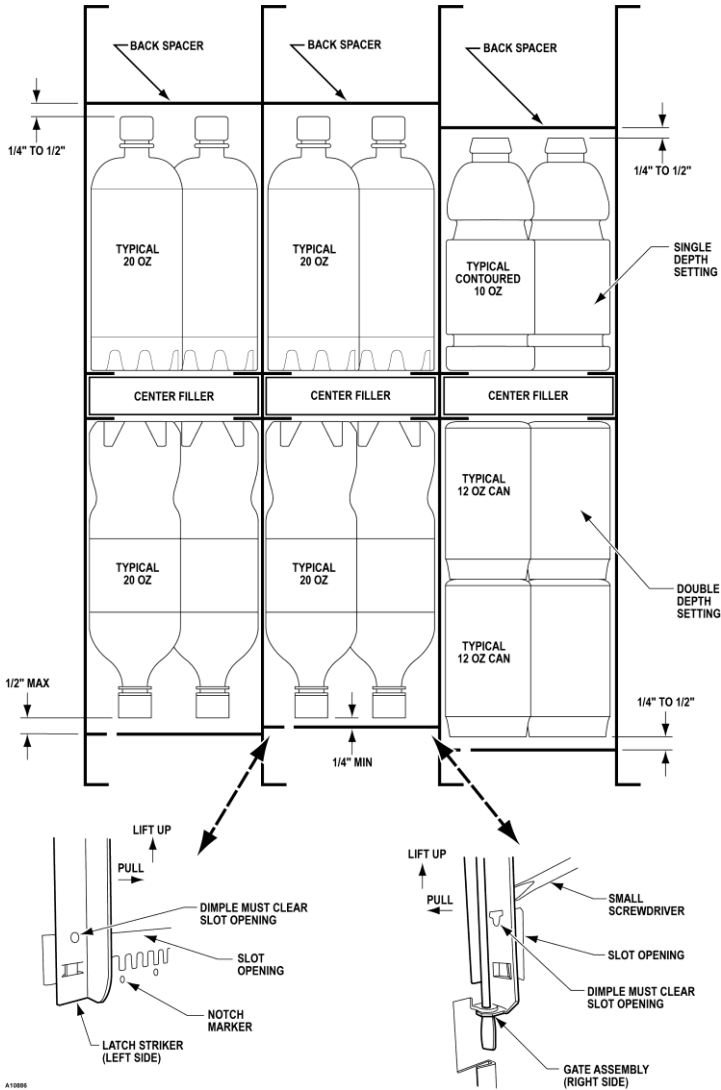


**Figure 3. Vend Rack**

**CAUTION:**

**Do not load dented or damaged cans or bottles in the columns. Possible jams could occur.**

The vend rack has been factory set for most 20-oz bottles or 12-oz cans.



**Figure 4. Column Depth**

Adjust the back spacer, latch striker or gate assembly to achieve the required dimension. The Vend Rack has been factory set for most 20-oz. bottles or 12-oz. cans.

If vending 16.9-oz water bottles, remove Filler (4211816) from the back of the inner door and install it in the Vend Rack. Follow instructions on Filler decal.

### To adjust the back spacer:

Lift the back spacer and reposition it in the adjustment slots. Use notch markers as reference points to align it vertically. See **Figure 4**.

### To adjust the latch striker and gate assembly:

Pull and lift up on the lower end of the gate assembly (or latch striker). Use a small screwdriver as a wedge to gently pry the dimple away from the slot opening. See **Figure 4**. Reposition them in the adjustment slots. Use notch markers as reference points to align it vertically.

8. If product spacing is correct, then test vend each column using real money.
9. Load the columns to full capacity.

## LIVE DISPLAY

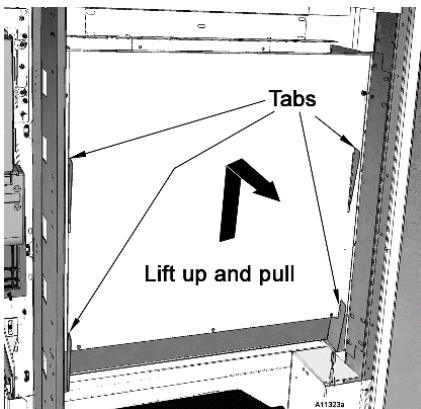
Make sure that the Live Display price and selection labels are set and installed correctly. Labels and product containers must face outward toward the customer and must match the products being loaded. See **Figure 5**.



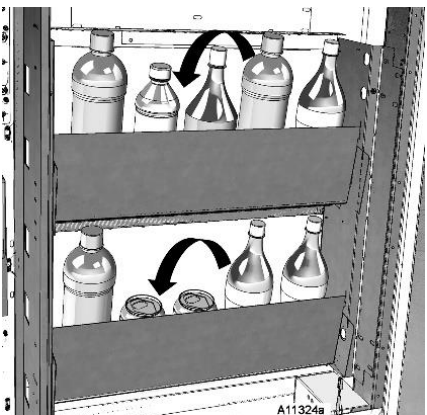
**Figure 5. Live Display**

## LOADING THE LIVE DISPLAY

1. Open the main door, and then open the Inner Door.
2. Firmly grip the top edge of the Live Display Panel. Lift it up then pull. Live display is secured in place with four tabs. See **Figure 6**.
3. Load the can or bottle on two shelves. See **Figure 7**.
4. Close the Live Display Panel.



**Figure 6. Remove Display Panel**



**Figure 7. Insert Can or Bottle**

## DROP SENSOR

A drop (vibration) sensor on the delivery chute detects if a product has been vended after a selection is made. The control board located on the back of the main door controls the drop sensor sensitivity.

**The drop sensor sensitivity is factory calibrated and should need adjustment.**

### NOTE:

Please refer to DROP SENSOR instructions in the Programming Manual to restore the drop sensor sensitivity to factory settings.

## NORMAL VEND OPERATION

### STAND-BY CONDITION

When the control board is in sales mode the display will show "ICE Cold" or the amount of credit. If a customer presses a selection before establishing a credit, the vend price for that selection will display, signaling the customer that more money is needed for that selection.

### ESTABLISHING CREDIT

Feeding coins into the coin mechanism or bills into the bill validator results in the display of the corresponding credit value. The coin mechanism or bill validator will accept money until the highest vend price has been reached or exceeded. At this point a credit has been set up through the control board that will enable a vend for any selection less than or equal to the established credit.

### VALID SELECTION

Making a selection causes the selection switch to close. A logic level signal is constantly sent out from the control board that then travels to each switch's common position. When the switch is closed, the signal travels out the normally closed position to the harness connection to the control board.

### VEND SEQUENCE

The control board then distributes 24 volts DC through the door and cabinet wiring harnesses and to the coil of the selected product cradle motor. At the same time, the display will scroll. This indicates to the customer that a vend is in progress. As the product cradle motor receives power, it will turn the product cradle, attempting to vend a can or bottle.

### PRODUCT DELIVERY

As the can or bottle drops onto the product delivery chute, the impact or vibration allows the drop sensor to send a low voltage signal to the control board indicating that a product has been vended. After receiving the drop sensor signal, the control board will recognize how the vendor is programmed and responds accordingly.

Refer to Can/Bottle Menu section in the Programming Manual for additional features.

## REFRIGERATION

### CAUTION:

**Do not place any object in the evaporator assembly area or inside the cabinet area that will block the airflow. This may damage the refrigeration system, which may void the refrigeration warranty.**

## REFRIGERATION CONTROLS

The target temperature setting for the refrigeration system has been preset at the factory. Refer Programming Manual.

If setting up for the first time, please allow sufficient time for the refrigeration system to cool the products.

### WARNING:

**Colder setting does not cool drinks faster and may cause drinks**

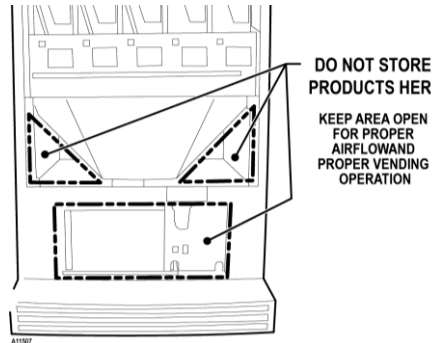


Figure 11. Refrigeration

## REFRIGERATION

## TROUBLESHOOTING

Know and understand how to service the unit and how it operates. Units may vary, but the operation is basically the same. Never guess at the problem; find the symptom before attempting any repair.

**NOTE: 90% of refrigeration problems are electrical**

Unauthorized work done to the sealed hermetic system will void the warranty. The sealed hermetic system is not to be worked on outside the Factory Service Center. The three things that can go wrong with a sealed system and should be repaired at the Factory Service Center are:

1. Low Charge - usually caused by leaks; look for oil around seals and welds. Unit will not cool properly. The capillary tube will be frosted before it enters the evaporator inlet tube.
2. Restriction in Systems (unit frost, then melts)- not cooling properly.
3. Bad valves - unit does not cool properly, noisy compressor.

## COMPRESSOR WILL NOT START

- A. Vendor not plugged in.
- B. Tripped breaker or blown fuse.
- C. Faulty wall outlet.
- D. Short or tear in power cord.
- E. Improper wiring.
- F. Low voltage: 5 % below. Check the power source with the Multi-Meter.
- G. Overload defective: Trips too fast. Check overload with the Multi-Meter.
- H. Start relay defective: Check start relay with the Multi-Meter.
- I. Compressor has open windings. Check compressor windings with a Multi-Meter.
- J. Defective thermistor.

## COMPRESSOR TRIPS ON OVERLOAD

- A. Improper voltage: 5-10% above, 5% below. Check power source with Multi- Meter.
- B. Overload defective: Trips too fast. Check overload with Multi-Meter.
- C. Relay defective: Won't open after starting. Check relay with Multi-Meter.
- D. Compressor has shorted windings: Check compressor windings with Multi-Meter.
- E. Short in another component: Isolate and eliminate each electrical component until short is found.
- F. Compressor is too hot.
  - Dirty condenser.
  - Faulty condenser motor or blade.
  - Restricted airflow.

**CAUTION: Condenser must be kept clean of dirt and debris to allow for proper air circulation.**

## NOISY OR VIBRATING UNIT

- A. Components rubbing or touching each other.
  - Check fan blades and motor.
  - Loose shrouds and harness.
  - Copper tubing.
  - Loose or unsecured parts.
- B. Worn or aged grommets.
  - Compressor
  - Bad valves.
  - Slugging.
  - Bad windings (see **Figure 12**).
  - Low voltage.

## UNIT SHORT CYCLES

- Temperature setting set too warm. See Refrigeration Controls section above.

## UNIT OPERATES LONG OR CONTINUOUSLY

- A. Air flow restricted
  - Faulty evaporator motor or blades causing coils to ice over.
  - Loose connections on evaporator motor. (One motor not running.)
- B. Gasket leak around main door.
- C. Gasket leak around delivery door.
- D. Excessive load: After loading, unit will run longer to pull out excessive heat from product.



- Air flow blocked by product in front of evaporator or air duct openings.
- E. Shortage of refrigerant or restriction
- F. Check target temperature setting.

## REFRIGERATED SPACE TOO COLD

- Target temperature set too cold.

## REFRIGERATED SPACE TOO WARM

- A. Target temperature set too warm.
- B. Restricted evaporator space.
  - Evaporator motor or blades faulty, causing the coils to ice over the evaporator.
  - Condenser airflow restricted.
    - Plugged or dirty condenser.
    - Condenser motor or blades bad.
    - Blade stuck.
  - Condensing space restricted.
    - Unit placed too close to a wall.
- Compressor - bad valves.
  - Cap tube will start frosting 8 to 10 inches past evaporator connection tube.
  - Check for oil around brazed connections.
- Leak around delivery door gasket.

## TROUBLESHOOTING CIRCUITS WITH MULTI-METER

- A. Check the power source. Use voltage section of the Multi-Meter. Should measure within 5-10% above, 5% below.
- B. Check overload.
- C. Check relay. See **Figure 12** shown below. Unscrew lead terminals and remove relay from compressor. Keep relay upright.
- D. Check terminals 1 and S, or L and S with the Multi-Meter. Replace relay if continuity exists.
- E. Check compressor windings. See **Figure 12** shown below.
- F. Check winding resistance with the Multi-Meter. If readings are not within 2 Ohms, the compressor is faulty

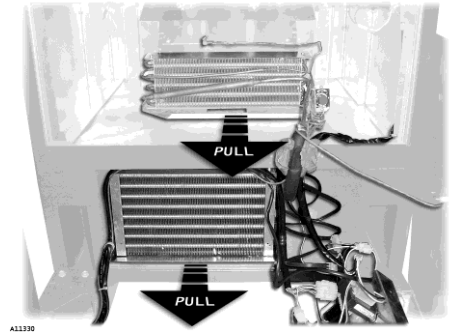
**NOTE: Power must be off and fan circuit open.**

Using the resistance section of the Multi-Meter, check terminals 1 and 3 for continuity. If no continuity is measured (infinity), overload may be tripped. Wait 10 minutes and try again. If still no continuity, overload is defective.

**WARNING: Wiring diagram must be followed as shown. Wrong wiring can cause serious electrical hazard and potential damage or rupture component electrical parts.**



- A. Gently remove hopper and set it on the right side.
  - B. Remove hopper bracket screws (2 places). Remove hopper bracket.
  - C. Remove the clamp screw holding the temperature sensor. Remove the temperature sensor.
  - D. Remove evaporator screws.
4. Carefully move wire harness and cables out of the way.
  5. Grip the front lip of the condenser base and the evaporator base and pull out at the same time. See **Figure 15**.
  6. To re-install the refrigeration unit, then reverse the steps.



**Figure 15. Remove the refrigeration unit**

## CARE & CLEANING

**WARNING:** Always disconnect the power before cleaning.

### CABINET EXTERIOR

Wash with a mild detergent and water, rinse and dry thoroughly. Wipe occasionally with a quality car wax. Plastic exterior parts may be cleaned with a quality plastic cleaner.

### CABINET INTERIOR

Wash with a mild detergent and water. Including baking soda or ammonia in the cleaning solution may eliminate odors. Remove and clean drain hose to eliminate any deposits that may restrict condensate water flow.

The vend mechanisms must be kept clean. Any build-up of syrup deposits can cause the mechanisms to malfunction. Use soap and water with great care so as not to get water into the electrical components.

To ensure proper vending keep delivery slide area free of dirt and sticky substances.

### REFRIGERATION SYSTEM

Clean dust from condenser and screen in the front door with a soft bristle brush or vacuum cleaner. Remove any dirt or debris from the refrigeration system compartment. Remove and clean the condensation pan.

Do not block the evaporator or any area of the airflow with product or supplies.

## PARTS ORDERING PROCEDURE

### PLEASE HAVE THE FOLLOWING INFORMATION:

- The model number and serial number of the vendor.
- Correct part number and description from the pertinent part and/or parts manual.
- Shipping address.
- Address where the invoice should be sent.
- The number of parts required.
- Any special shipping instructions.
- Carrier desired: air or air special, truck, parcel post, or rail.
- If ordering by mail, need a signature and date.
- If a purchase order number is used, be sure that it is visible and legible.

If you do not have the right parts manual, go online to [www.vendnetusa.com](http://www.vendnetusa.com) or contact VendNet™ and we will provide a copy for you.

**NOTE:** When "Right" and "Left" are used with a part name, it is taken to mean that the person is facing the vendor with the door closed.

### PARTS ORDER OPTIONS:

- **Go online to**  
[www.vendnetusa.com](http://www.vendnetusa.com)
- **Phone:**  
USA & Canada ..... (888) 259-9965  
International ..... (515) 274-3641
- **Fax Order:** 515-274-5775
- **Mail Order:**  
**VendNet™**  
8040 University Boulevard  
Des Moines, IOWA 50235  
United States of America

Browse the parts manuals. Place a secured order online using your credit card or Vendnet™ account.

- **Email:**  
[vendnet@vendnetusa.com](mailto:vendnet@vendnetusa.com)

Please note that this is not as secured as placing an order online.

## BEFORE CALLING FOR SERVICE

### PLEASE CHECK THE FOLLOWING:

- Does your vendor have at least 4" of clear air space behind it?
- Is the circuit breaker at the fuse box reset?
- If the power is turned on at the fuse box, is the vendor the only thing that doesn't work?
- Are evaporator fans running? Take a sheet of paper approx. 4" x 5" in size. Place the paper in front of the evaporator coil and see if the evaporator fans will draw the paper to the coil.
- Is the condenser fan running? Fold a sheet of 8 1/2" x 11" paper in half. Place the paper in front of

- Is the vendor plugged directly into the outlet?

**WARNING:**  
**DO NOT USE EXTENSION**  
**CORDS. Extension cords**  
**cause problems.**

- Is the evaporator coil free of dust and dirt? Is the condenser coil free of dust and dirt?
- Is the compressor free of dust? (A blanket of dust can prevent the compressor from cooling off between workouts).

the condenser coils and see if it draws the paper to it.

- Is the shelf in front of the evaporator coil clear? (No tools or other air restricting items).
- Is the cold control set between 0 and 2?

**NOTE: Setting the cold**  
**control higher does not**  
**accelerate cooling of product.**

### TO CALL FOR SERVICE:

- Have a model number and serial number.
- **Phone:**  
USA & Canada ..... (800) 833-4411  
International ..... (515) 274-3641

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