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M101.0
DN5800 BevMax 4/3/2
Package tipping & not making it in Delivery (Picker) Cup

9/14/09



Models affected: All DN5800 BevMax 4/3/2 Venders.

Reason: To provide information on potential causes and solutions of packages tipping and not making it in the Delivery (Picker) Cup.

Slide maintenance: The slide/pusher assembly should be cleaned periodically using warm water and any mild general-purpose non-abrasive cleaner. After drying, the slide assembly needs to have a coat of Armoral applied. Care should be taken to ensure debris does not enter the gear box assemblies. **DO NOT USE SOLVENTS OR ABRASIVE MATERIALS TO CLEAN ANY PORTION OF THE TRAY.**

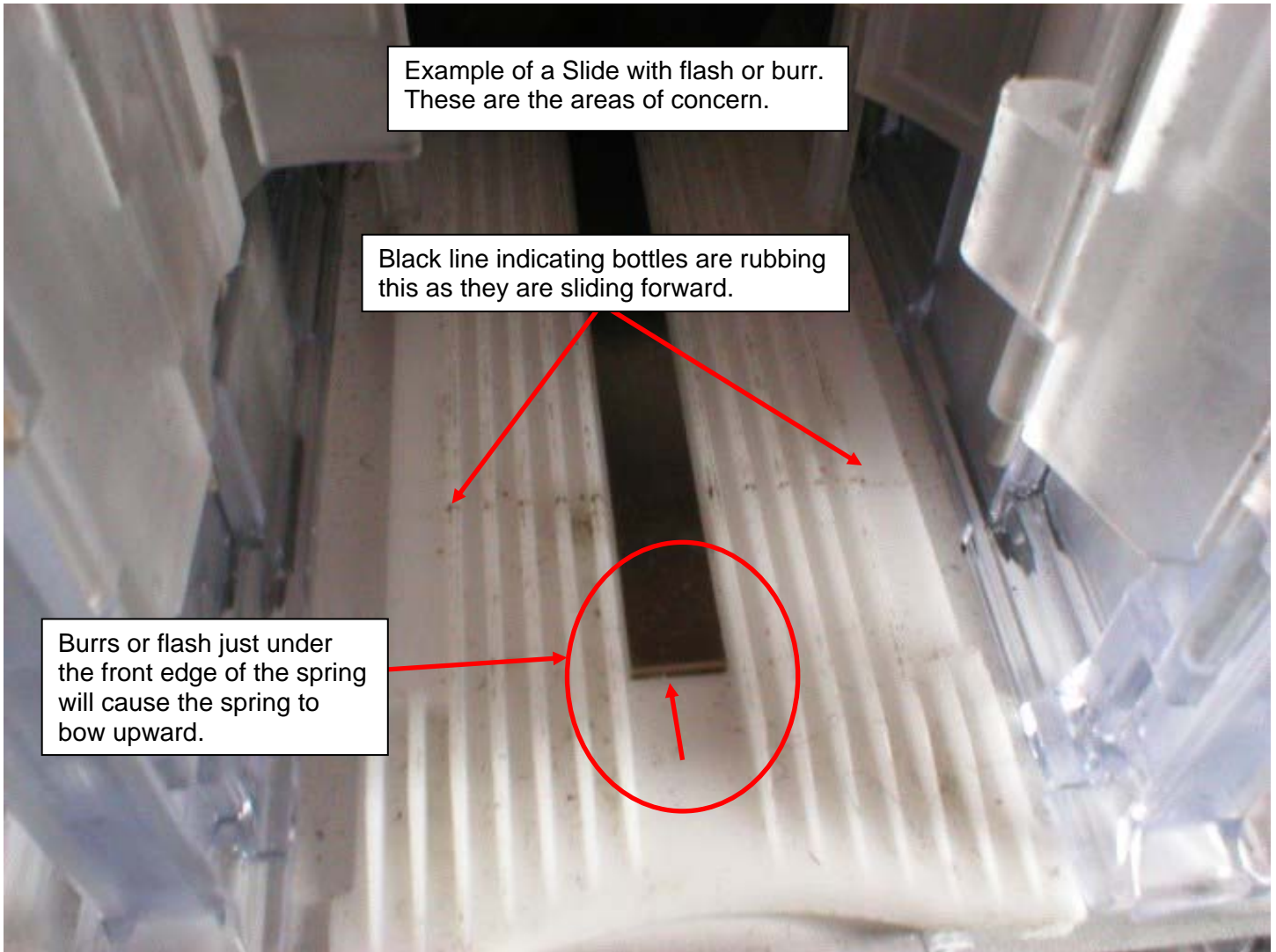
Troubleshooting Information

Vend testing should be performed after each step that an action is carried out. Things to check when:

1. Packages tip and do not make it in the Delivery (Picker) Cup causing package to not be delivered to customer.
 - a. Check Vender is level.
 - b. Check trays are secured properly in the front and back to tray supports.
 - c. Check Delivery (Picker) Cup to Gate alignment and make sure it is centered.
 - i. May require belt adjustment.
 - d. Check slides for signs of wear, flash, burrs, pitting, dirt, grime, and syrup.
 - i. Clean, lubricate, or replace as needed.
 1. See pages 2 and 3 for removing flash/burrs.
 - ii. Check that the slide is flush to the chassis.
 1. If not remove slide and check for flash at the mold injector pin location.
 - e. Check Gate assembly pins are seated (not backed out).
 - f. Check gear box for smooth operation by manually cycling gate by pressing target.
 - g. Check the trigger in the Delivery (Picker) Cup for sharp edge or flash causing it to cut in to the cam and slow the push of the target which slows the push of the product in to the cup.
 - i. See page 4 for removing sharp edge or flash.
 - h. Confirm power supply to vender 120VAC (Domestic).

Issue: If a slide is found to have flash or a burr causing packages to tip and not make it in to the Delivery Cup.

Field Corrective Action: Areas identified with burrs or flash must be smoothed down with a fine steel wool (Grade #1 works best). The slide needs to be brushed off, cleaned, and then a new coat of Armoral or food grade silicon applied. See the following slides for views.



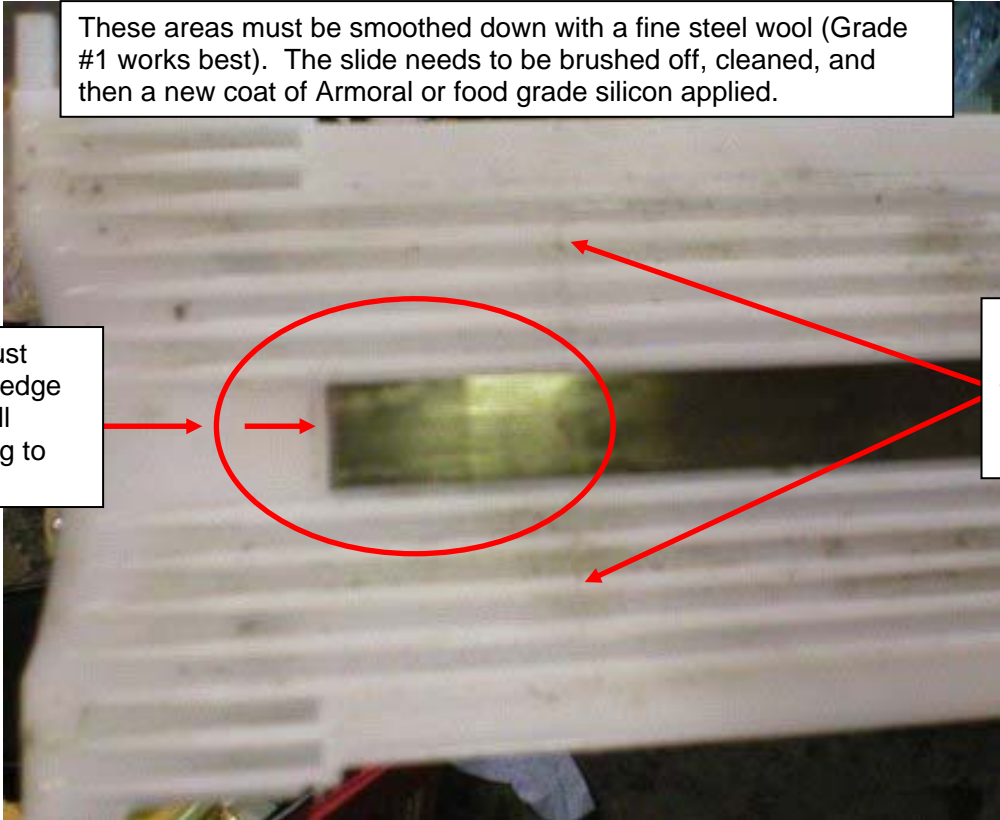
Picture of a bad slide that needs reworking. Both issues shown may cause tipping.



Burrs or flash just under the front edge of the spring will cause the spring to bow upward.

Mold flashing. Note the dirt line from product rubbing.

These areas must be smoothed down with a fine steel wool (Grade #1 works best). The slide needs to be brushed off, cleaned, and then a new coat of Armoral or food grade silicon applied.



Burrs or flash just under the front edge of the spring will cause the spring to bow upward.

Mold flashing. Note the dirt line from product rubbing.

Issue: If a Delivery (Picker) Cup plunger trigger is found to have flash or a burr on it where it rides on the cam it may cut in to the cam and slow the push of the target which slows the push of the product in to the cup potentially causing packages to tip and not make it in to the Delivery Cup.

Field Corrective Action: Area identified with burr or flash must be smoothed down with an Emory cloth. See the following pictures for view.

The area that contacts the cam must be smoothed down with an Emory cloth or fine file.

