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M116.0

DN5800/3800 BevMax 4/3/2

Display Troubleshooting Tips

9/29/10



Models affected: All DN5800/3800 BevMax 4/3/2 Venders.

Reason: To provide information on potential causes and solutions of Display Issues seen in the field.

Troubleshooting Information

Things to check when Display is blank:

1. Displays part of a message then goes blank.
 - i. Typically caused by
 1. Loose connection
 2. Defective Display Harness.
 3. Improperly wire-tied Display Harness causing a loose connection.
 4. Defective Display.
 5. Defective Keypad.
 - a. Note: A constant green LED indicates bad keypad.
 6. Defective Control Board.
2. Totally blank.
 - a. Open the Service Door and verify the Red LED on Control Board is flashing with a steady heart beat while the Display is blank. If the Red LED is not flashing,
 - i. Check all Harness connections
 - ii. Replace the Control Board.
 - b. Open the Service Door to verify that the Red LED is the only lit LED on Control Board. If the Green LED is also on, this indicates a problem in the Keypad circuit. To determine if it is in the Keypad or the Keypad Harness do these:
 - i. Unplug the Keypad Harness from the back of the Keypad.

1. If the Green LED goes out, the problem is the Keypad.
 - a. Replace the Keypad.
2. If the Green LED stays on, the problem is in the Harness (possibly a pinched wire)
 - a. Replace the Keypad Harness.
- c. Open the Service Door with Display blank and press and hold any key on the Key Pad. With the key pressed the Green LED on Control Board will light and turn off once you let off of the key.
 - i. Note: If you try holding down a number, *, or CLR key on a normal operating BevMax 4/3/2 vender, the Display will go blank in about 20 seconds. Therefore a stuck key will cause a Display to go blank.
- d. Open and close the Service Door slowly to see if the display returns as there could be a pinched harness issue when door is closed.
- e. Check the Display Harness connections at the Display and Control Board.
- f. Down power and power the Vender, this usually allows the Display to return, however watch the Display for at least 2 minutes to see if it goes back out again.
 - i. If it goes out again:
 1. Make sure a Ferrite is present on the Display Harness.
 2. Make sure the harness connections at he Control Board and Display are not routed to tightly or stressed during door opening and closing.
- g. In BevMax 4 Control Boards exhibiting Display issues, ensure 804,927,700.71 revision or higher software is installed.
3. Does the machine accept coins and dispense product with the display blank.
 - a. If yes,
 - i. Check or replace harness from controller to display.
 - ii. Check or replace display.
4. How do you get the display back on?
 - a. Open service door.
 - b. Turn power off then back on.
 - c. Moving the door bundle harness.
 - d. Once display is back on what error codes are listed if any?
5. If issues continue contact CMS Technical Support with the following information:
 - a. Display issue started
 - i. When vender was first placed on location?
 - ii. Right after changing part _____ (please identify part changed).
 - iii. After a service call?
 - iv. Provide any other scenarios that may help identify cause.
 - b. Vender Serial Number.
 - c. Control Board part number.
 - d. Software revision currently installed in Control Board.
 - e. Display Harness part number and manufacture date listed on harness.