CONTROL SYSTEM TROUBLE SHOOTING

No.	Symptom	Possible Cause	Remedy
1	No power supply to the control board.	1.The machine is not connected to the power.	Connect the machine to the power.
		2.Control loop fuse (3A) burned.	Replace fuse.
		3.Poor contact at the fuse in the fuse holder.	Fix the fuse connection.
		4.No output to the power switch.	Replace power switch.
		5.Open on the power transmission wire to the control board.	Check and reconnect.
		6.No output to the filter.	Replace filter.
		7.Circuit breaker's power cable is loose.	Check and reconnect.
2	The display shows "Make Alternate Selection".	1.Motor fault.	Repair or replace the motor.
		2.Product drops but not be detected.	Check drop sensor fault or main control board fault.
		3.Price is not set. (not in free vend mode).	Set price.
		4.The selection number does not exist.	Make a correct selection.
		5.The selection is forbidden when health guard is on.	Normal protection. Reset if necessary.
3	Selected product does not drop, while the corresponding amount is deducted.	1.Sensor mode is off.	Set sensor mode to HOME or DROP.
		2.Vend failed for 3 continuous times before.	Open the door to let it restore.
		3.Sensor fault.	Replace sensor.
		4.Main control board fault.	Replace main control board.
4	Selected product drops, while the corresponding amount is not deducted.	1.Sensor fault or sensor is too dirty.	Replace or clean the sensor.
		2.Main control board fault.	Replace main control board.
		3.Machine is in free vend mode.	Turn off free vend mode.
		4.Loose connection between delivery sensor and main control board.	Check and reconnect.
5	Vendor does not accept any coins.	1.Price is not set. (Price is 0 for all selections.	Set prices correctly.
		2.All motors do not exist or all motors are not suitable to vend (ERROR or NULL).	Install motors.
		3.The door is open. (If the door is closed, maybe there is poor contact or fault in door switch.)	Close the door. (Check and replace door switch.)
		4.The machine is in service mode.	Exit the service mode.
		5.Communication problems between main control system and coin mech.	Check the communication wire.
		6.No power supply to the coin mech.	Turn off the machine and plug the coin mech.
		7.Coin mech. is not level.	Check and adjust the coin mech. to level.
		8.The refund pole is pressed.	Adjust the refund pole.

No.	Symptom	Possible Cause	Remedy
5	Vendor does not accept any coins.	9.The receive channel jammed or have rubbish in the coin mech.	Shut off the power, check if the receive channel jam, and clean the coin mech.
		10.The intake of the coin mech. and the coin slot of vendor are not on the line.	Check and readjust the coin mech.
		11.Coin incorrect.	Use the correct coin.
		12.Coin mech. or other M.D.B. devices fault. Display shows "call service" when standby.	Repair or replace coin mech. or other M.D.B. devices.
		13.Machine is in free vend mode.	Turn off free vend mode.
6	Vendor does not accept certain domination coins.	1.Certain domination coins are not set to be accepted.	Contact coin mech. manufacturer to add the domination in the program.
		2.Coin mech. fault.	Replace coin mech.
		3. The amount of coins accepted exceeds the max. Price. (The max. price is different in multiple vending mode)	Normal case. Select products.
		4.Lack of changes in coin tubes.	Fill in enough coins.
7	Accept coins, but not display the correct value.	1.The coin mech. jammed with coins.	Shut off the power and check if the coin mech. is jammed.
		2.Coin mech. setting problem.	Contact coin mech. manufacturer to modify the setting.
		3.The main control board fault.	Replace the main control board.
8	Wrong change or no change after successful vend.	1.Machine does not connect to the coin mech.	Shut off the power, and check if the coin mech. connects correctly.
		2.No enough coins in the tube.	Fill in enough coins.
		3.The refund channel of the coin mech. jammed.	Clean up the refund channel.
		4.Coin mech. fault.	Replace coin mech.
		5.Main control board fault.	Replace main control board.
9	Vendor does not accept any bills.	1.Machine does not connect to the coin mech.	Shut off the power, and check if the coin mech. connects correctly.
		2.No enough coins in the tube.	Fill in enough coins.
		3.The bill validator is not recognized by control system.	Replace the bill validator with a correct one.
		4.Bill receive switch is wrong in the bill validator.	Reset bill receive switch.
		5.The bill box is open or there are sundries.	Close the bill box or remove the sundries.
		6.Bill validator fault.	Check and replace the bill validator.
		7.Machine is in free vend mode.	Turn off free vend mode.
10	Vendor does not accept certain domination bills.	1.Certain domination coins are not set to be accepted.	Contact bill validator manufacturer to add the domination in the program.
		2.Bill validator fault.	Replace validator fault.

No.	Symptom	Possible Cause	Remedy
10	Vendor does not accept certain domination bills.	3. The amount of bills accepted exceeds the max. Price. (The max. price is different in multiple vending mode)	Normal case. Select products.

11	Specific trays do not vend after the vendor accepts money even there are goods in it.	1.Not enough money inserted.	Insert enough money or choose another cheaper product.
		2.Motors jammed or its circuit breaks off.	Check the motors and their wires.
		3.The selection is forbidden.	Reset in the "Health Guard" menu.
		4.Connection fault between motors and the main control board.	Check the circuit, and adjust wires.
		5.Main control board fault.	Replace main control board.
		6.Forbidden vending for not detect the goods last time.	Select the motors and make sure every motor turns to "OK" under the "SINGLE SELECTION" OR "ALL SELECTIONS" mode.
12	Multi-goods drop in once vend.	1.Multi-goods drop from single selection: The detecting sensor fault or its circuit breaks off when the sensor under the"HOME" mode.	Check and repair the wire of detecting sensor or replace the detecting sensor, if possible, change the sensor mode to "DISABLED".
		2.The motor switch short.	Replace the motor module.
		3.Multi-goods drop from different selections: The main control board fault.	Check and repair the main control board.
13	Goods vended not match with that be chosen.	1.Connection fault between motors and the main control board.	Check the circuit, and adjust wires.
		2.Main control board fault.	Replace main control board.
14	Free vend.	1.Machine is in free vend mode.	Turn off the free vend mode.
		2.Main control board fault.	Replace main control board.
15	Can't record the time and temperature when set.	1.Communication fault between the main board and chill control board.	Check the communication wire.
		2.Main control board fault.	Replace main control board.
16	Lamp off	1.No power.	Check the fuse and the power circuit.
		1. Lighting system（LED driver）Fault.	Replace the LED driver.
		3.Beyond the pre-set activation time.	In the service mode, set the correct activation time of the lamp.
		4.Clock chip fault in main control board.	Replace main control board.
		5.Lighting control relay fault in chill board.	Replace the chill control board.
		6.Bad connection of wires.	Check and re connect the wires.

COOLING SYSTEM TROUBLE SHOOTING

No.	Symptom	Possible Cause	Remedy
1	The compressor can not start up.	1. Door is open or the door switch does not works or damaged.	Close door tightly or check and repair the door switch and its circuit.
		2. The temperature set too high.	Reset the temperature.
		3. Compressor connector is not connected or there is circuit open.	Connect the compressor connector or check the circuit fault.
		4. The relay does not work	Check if the voltage is too high or too low.
		5. The relay on the chill control board fault.	Replace the chill control board.
		6. The temperature sensor fault or its wire is broken off.	Replace the temperature sensor or check and repair the wire.
		7. Chill control board fault.	Replace the chill control board.

2	Sudden off or frequency stop when the compressor normally function.	1. Cooling system is defrosting.	No need to handle
		2. Cabinet temperature reaches set temperature.	No need to handle
		3. Compressor worked for a long time continuously, so the protect mode started.	Keep the condenser clean, and keep ventilation.
		4. The compressor is too hot, so that relay protection starts. (In such case, the compressor may starts and stops frequently.	Keep the condenser clean, and keep ventilation.
		5. The compressor is overload, the heat relay works or the fuse break off.	Check the circuit fault.
		6. The relay on the chill control board fault.	Replace the chill control board.
3	The compressor has work for long time or continues working.	1. The temperature sensor fault.	Replace the temperature sensor.
		2. Refrigerant leakage.	Add Refrigerant.
		3. Evaporator fan fault.	Check the evaporator fan, and clean the dust on the air heating exchange equipment.
		4. Chill control board fault.	Replace the chill control board.
4	The temperature inside the vendor is high.	1. The temperature sensor fault or the sensor touches metal parts.	Replace the temperature sensor or adjust its position.
		2. The temperature set too high.	Reset the temperature.
		3. The compressor system fault.	Request the skill man for maintenance.
		4. Chill control board fault.	Replace the chill control board.

END