

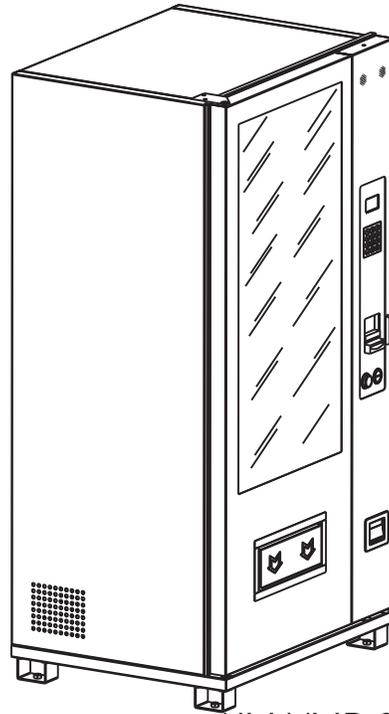


USER MANUAL

VENDING MACHINE

KoolMore Refrigerated Snack Vending Machine

Models: KM-VMR-30-B | KM-VMR-40-B



KM-VMR-30-B

Before using, please read the operating instructions carefully to ensure proper application and achieve satisfactory results.

For any service-related issues, please contact us:



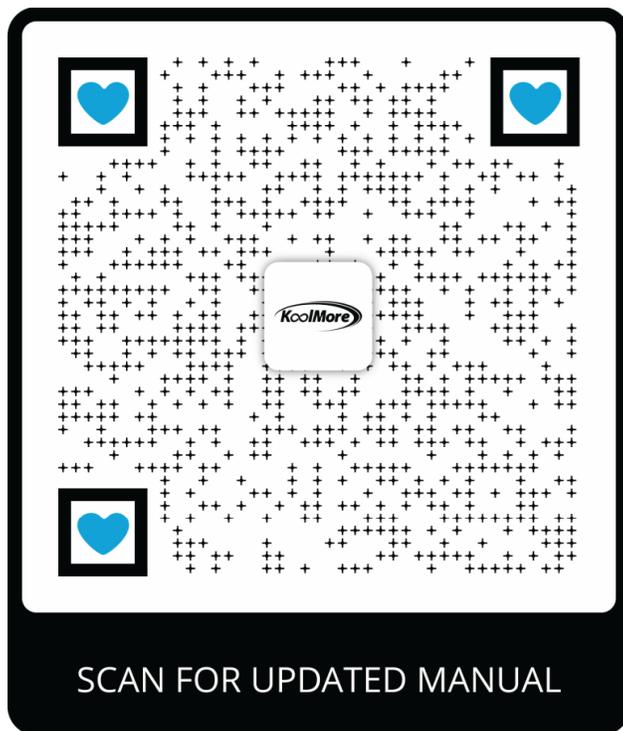
718-576-6342



support@koolmore.com

Stay informed with the latest information for your KoolMore Appliance.

Scan the QR code above to access the most recent user manual on our website, which is constantly being updated and improved.



If you need any assistance or have questions, our customer support team is here to help.

P- 718-576-6342 E- Support@koolmore.com



Please write your password before setup!

If the password is forgotten please contact customer service and we will help you reset the machine.

Please write down the model number and serial number below for future reference. Both numbers are located on the rating label on the back of your unit or inside of the unit and are needed to obtain warranty service. You may also want to staple your receipt to this manual as it is the proof of your purchase and may also be needed for service under warranty.

Model Number: _____

Serial Number: _____

Date of Purchase: _____

To better serve you, please do the following before contacting customer service:

If you received a damaged product, immediately contact the retailer or dealer that sold you the product.

Read and follow this instruction manual carefully to help you install, use, and maintain your unit.

Refer to the Troubleshooting section of this manual as it will help you diagnose and solve many common issues.

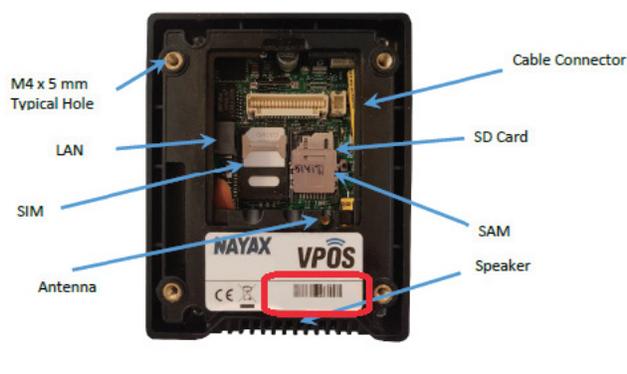
NAYAX CREDIT CARD READER ONBOARDING



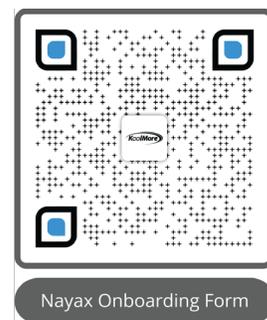
Your Koolmore vending machine comes equipped with a Nayax Credit Card Reader, providing a convenient way to accept card payments.

To begin the registration and onboarding process with Nayax, follow these simple steps:

1. Locate Your Serial Number (ID #): You can find the serial number on the Nayax device screen. Alternatively, the serial number is also located on the back of the device.



2. Access the Onboarding Form: Scan the QR code below with your smartphone's camera or QR code reader app. This will take you directly to the "NAYAX ONBOARDING FORM" within the KoolMore website.



3. Complete and Submit the Form: Fill in the required fields, including your company name, phone number, email address, and the serial number of the Nayax Credit Card Reader, then submit the form. The Nayax onboarding team will receive your information.

4. Wait for Contact: A representative from Nayax will contact you to guide you through the setup process.

5. Start Accepting Card Payments: With the credit card reader set up, you can begin accepting credit card payments through your KoolMore vending machine.

6. For assistance or further questions, please don't hesitate to reach out to our customer service team. We're here to ensure your vending machine experience is as seamless as possible.

NAYAX ACCOUNT AND ACTIVATION FEES

If you have already submitted your Nayax information and followed Nayax's prompts to set up your account, but your Nayax account is still not functioning properly, please reach out to Nayax directly at:

Email: onboarding-na@nayax.com

Phone: 410-666-3800

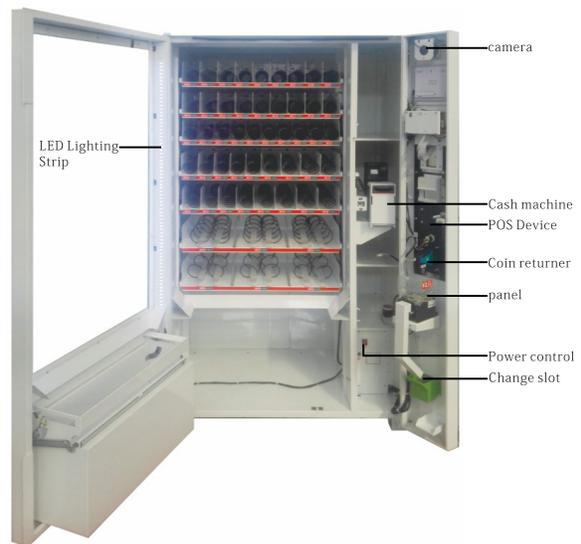
Nayax Fees: Base Monthly Fee: \$7.99. Inventory Management Fee: \$9.99 per month. Credit Card Payment Commission: 5.95%

Please note that these fees may change. For the most up-to-date pricing information, we recommend contacting Nayax directly.

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Parts



Note: The image is for reference. The machine that you bought might vary from shown in image.

Setup

Preparation and Placement Environment

- After receiving the machine, check the packaging to ensure it is in good condition. If there is any damage, contact our customer service team.
- Remove all packaging materials such as wood boards, protective film, foam, and cable ties before using the machine.
- Place the machine in a dry, well-ventilated area, away from heat sources, rain, low temperatures, and water splashes. Ensure it is on a solid, stable surface, at least 7.87 inches (20 cm) away from the wall.
- After placing the machine, let it stand for more than 30 minutes before turning on the power to ensure normal operation. If cooling is needed, allow the machine to stand for 4-5 hours before turning on to avoid damaging the compressor. The machine operates at a normal temperature of 60W, with a cooling capacity of up to 510W, and a heating capacity of up to 760W. Cooling and heating are optional features.

COIN ACCEPTOR

- If you've followed the instructional videos and installed your coin acceptor correctly but it's still not working properly, please contact Global Pay Way's Customer Service for assistance at: cbrown@globalpaywayinc.com or 510-252-0868.

PASSWORD

- The default password is 000000 or 888888. Once you change it, please be sure to write it down. If you forget your password, you will need to schedule a call with our customer service team for assistance from our technicians in recovering it.
- Before scheduling the call, please ensure you have the following: a) A 32GB USB flash drive b) A USB wired mouse and keyboard to connect to the device
- We will guide you through downloading the file that stores your password and help you retrieve it.

Parts Functions

Cargo Lane: The tray is divided by a partition, and the goods can be transported using a spring or a crawler.

Cash Slot: Used for inserting cash when purchasing goods. Ensure cash is placed flat and in a single title; otherwise, it may not be recognized.

Coin Slot: Used for inserting coins one at a time when purchasing goods and prefilling coins.

Cash Machine: Receives, recognizes, stores, and matches cash with an optional prefill change function.

Coin Machine: Receives, identifies, stores, and prefills coins.

Refrigeration and Heating System: Optional feature for refrigerating or heating goods.

5-Inch Display Screen: Displays information to users.

Keyboard: Used for product selection and menu operation input.

Machine Lock: Secures the machine door and container to prevent loss of goods.

Coin Return Button: Returns the coin if it is not accepted or if there is an issue.

Change Slot: The exit slot where users receive their change or unaccepted coins.

Pickup Slot: The area where users retrieve purchased items.

Power Cord: Connects to an external power supply; ensure a reliable grounding socket is used.

POS Device: Used for credit card transactions.

Cargo Lane Number/Price Tag: Identifies the cargo lane number and pricing, making it easy for users to buy.

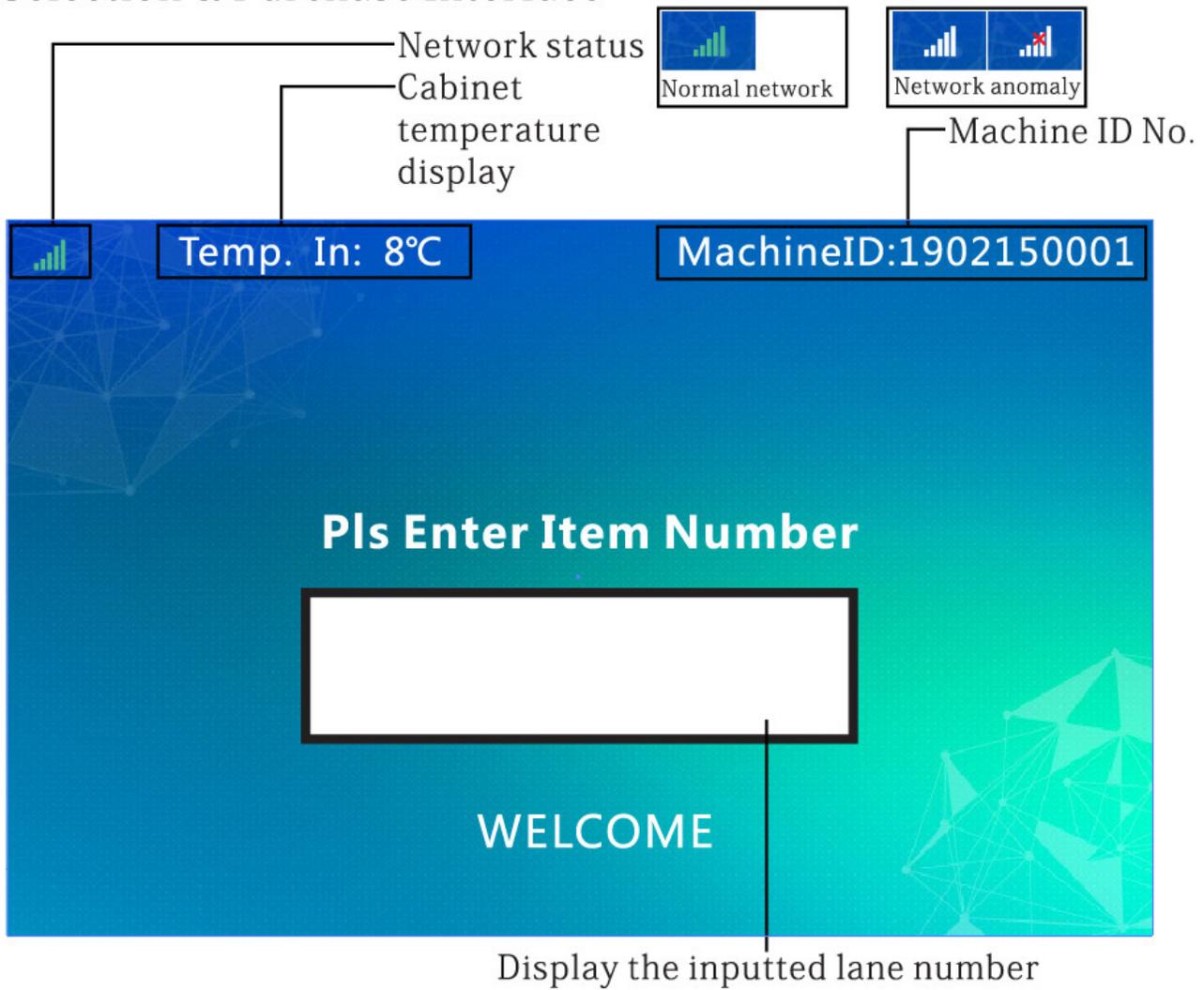
Safety

- Ensure the vending machine is carefully unpacked and inspected before use.
- Keep a minimum distance of 8 inches between the machine and the wall for proper ventilation.
- Place the machine away from heat sources to prevent overheating.
- Maintain a clearance of at least 8 inches on all sides (rear, left, and right) of the machine for adequate airflow.
- Protect the machine from contact with water to prevent electrical hazards.
- Avoid placing the machine in areas with low temperatures to prevent malfunction.
- The vending machine must be grounded; operating an ungrounded machine is unsafe and may lead to security risks.
- Use an AC 110V/60Hz/10A power supply. Avoid voltage fluctuations exceeding 200-240V, which may cause machine failure.
- Use a reliable three-hole socket with grounding. The plug should be easily accessible to prevent the danger of electric shock.
- Do not damage the power cord. Unplug by holding the plug tightly, not by pulling the cord. Avoid pressing, stepping on, or crushing the power cord. Replace damaged cords or plugs with the help of a professional.
- Do not damage the power cord. Unplug by holding the plug tightly, not by pulling the cord. Avoid pressing, stepping on, or crushing the power cord. Replace damaged cords or plugs with the help of a professional.
- Unplug the power cord before cleaning, repairing, or replacing machine parts to prevent electric shock.
- Do not dismantle or modify the machine privately; maintenance should be performed by professionals.
- To retrieve items, push the door of the pickup slot with one hand and reach into the slot with the other hand to retrieve the goods. The pickup door may be heavy, so handle it carefully and supervise children.
- Ensure the machine is properly grounded to prevent electric shock hazards.

Operation

Menu Setup Flowchart

Selection & Purchase Interface



To Load Items Into The Machine:

Follow this flow chart to load items into the machine.



↓ Open the machine door



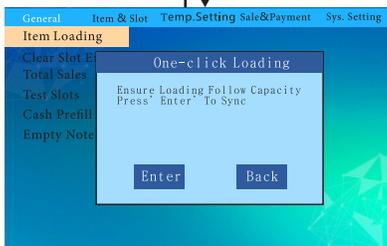
Press the digital keyboard to enter the password, the initial password is "000000"

Back ↑ ↓



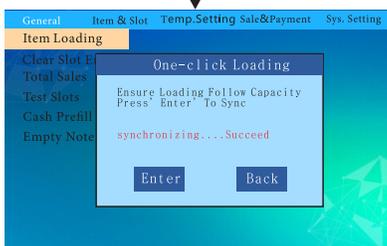
The orange selection box stays at the "One-click Item Loading" option.

Back ↑ ↓ Enter



Fill all the cargo lanes according to the products set in the background. Press the "Enter" button. The existing quantity of all cargo lanes is refreshed to the cargo lane capacity. Pressing the "Back" button does not refresh the existing quantity.

Enter ↓



After the machine is automatically synchronized, the prompt "Setup succeeded"

↓ Close the machine door



The machine enters the selection & purchase interface

To Clear Slot Error:

Follow this flow chart to clear slot error.



↓ Open the machine door



Press the digital keyboard to enter the password, the initial password is "000000"

Back ↑ ↓



▲/2 ↑ ↓ ▼/8



The orange selection box stays at the "Clear Slot Error" option.

Back ↑ ↓ Enter



Enter



When the cargo lane failure is cleared, the faulty cargo lane spring will rotate one full turn back to the initial position (reset)



To See Total Sales:

Follow this flow chart to see total sales for the last month, year and ten years

Total Sales

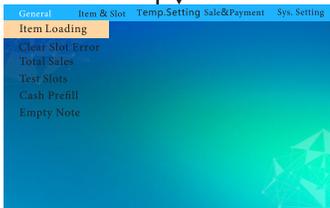


↓ Open the machine door



Press the digital keyboard to enter the password, the initial password is "000000"

Back ↑ ↓

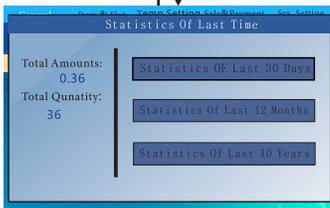


▲/2 ↑ ↓ ▼/8



The orange selection box stays at the "Query the Total Sales" option

Back ↑ ↓ Enter



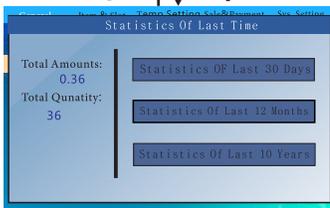
Enter



Back

Press "2\8" to turn the page

▲/2 ↑ ↓ ▼/8



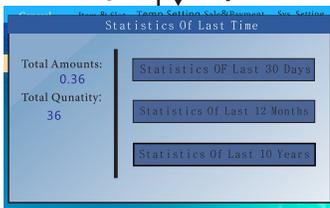
Enter



Back

Press "2\8" to turn the page

▲/2 ↑ ↓ ▼/8



Enter



Back

To Test The Slots:

Follow this flow chart tests the slots.



↓ Open the machine door



Press the digital keyboard to enter the password, the initial password is "000000"

Back ↑ ↓



▲/2 ↑ ↓ ▼/8



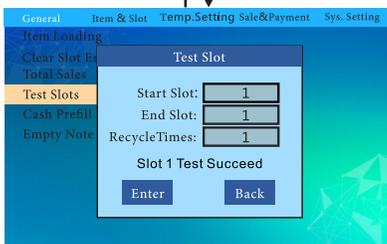
The orange selection box stays at the "Test Slots" option

Back ↑ ↓ Enter



Input the starting cargo lane number and ending cargo lane number, and set the number of cycle tests (turn off the optical inspection before testing the cargo lane or block the optical inspection by hand when the cargo lane rotates, otherwise the spring can not be reset)

↑ ↓ Enter



To Prefill With Cash:

Follow this flow chart to fill up the machine with cash for change.



Open the machine door



Press the digital keyboard to enter the password, the initial password is "000000"

Back



▲/2 ▼/8



The orange selection box stays at the "Cash Prefill" option

Back Enter



Check whether the change amount of the input is consistent with the current prefill amount displayed. Confirm that there is no mistake and press the "Enter" button.

To Empty The Machines Cash:

Follow this flow chart to empty the cash.



↓ Open the machine door



Press the digital keyboard to enter the password, the initial password is "000000"

Back ↑ ↓



▲/2 ↑ ↓ ▼/8



The orange selection box stays at the "Empty Note" option

Back ↑ ↓ Enter



Back ↑ ↓ Enter



To Set The Price:

Follow this flow chart to set the prices for the products.



↓ Open the machine door



Press the digital keyboard to enter the password, the initial password is "000000"

Back ↑ ↓



◀/4 ↑ ↓ ▶/6



Back

▲/2 ↑ ↓ ▼/8



Back ↑ ↓ Enter



Press the digital keyboard to input the initial cargo lane number and ending cargo lane number to be set, and set the selected cargo lane number price. Press "Enter" to save the setting.

To Stock Up:

Follow this flow chart to stock the machine.

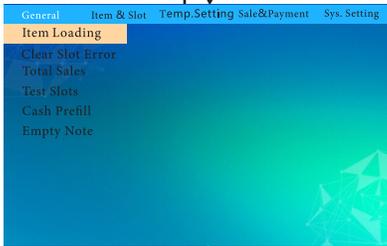


↓ Open the machine door



Press the digital keyboard to enter the password, the initial password is "000000"

Back ↑ ↓



◀/4 ↑ ↓ ▶/6



Back

▲/2 ↑ ↓ ▼/8



Back ↑ ↓ Enter



Press the digital keyboard to input the initial cargo lane number and ending cargo lane number to be set, and set the existing number of the selected cargo lane number. Press "Enter" to save the setting (the existing number must be consistent with the actual number of goods in the cargo lane)

To Set Capacity:

Follow this flow chart to set the capacity.



Open the machine door



Press the digital keyboard to enter the password, the initial password is "000000"

Back



◀/4 ▲ ▼ ▶/6



Back

▲/2 ▲ ▼ ▼/8



Back Enter



Press the digital keyboard to input the initial cargo lane number and ending cargo lane number to be set, and set the maximum capacity of the selected cargo lane. Press "Enter" to save the setting.

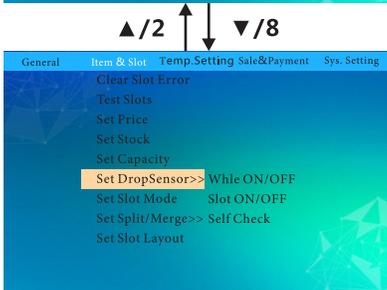
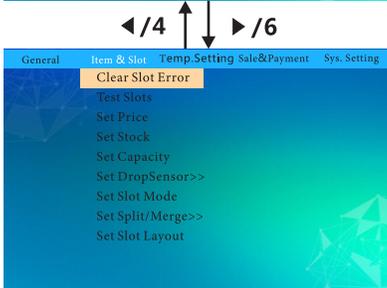
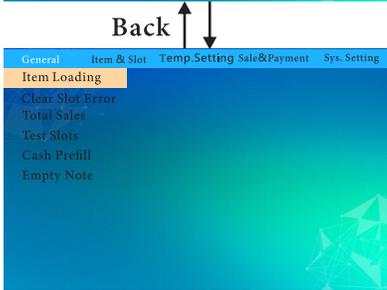
To Set VMC Drop Sensor ON/OFF:



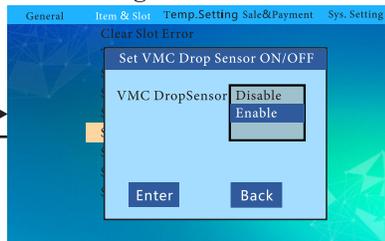
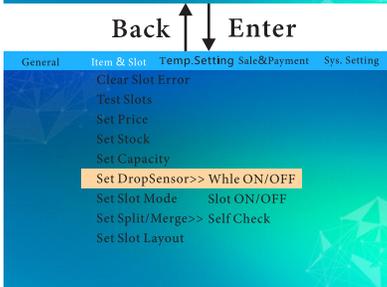
Open the machine door



Press the digital keyboard to enter the password, the initial password is "000000"



Press "▲/2" & "▼/8" on the digital keyboard to select optical inspection on or off, and press "Enter" to save the settings.



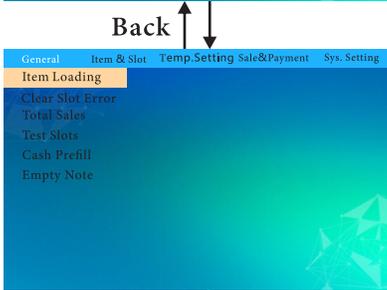
Drop Sensor Self Check:



Open the machine door



Press the digital keyboard to enter the password, the initial password is "000000"

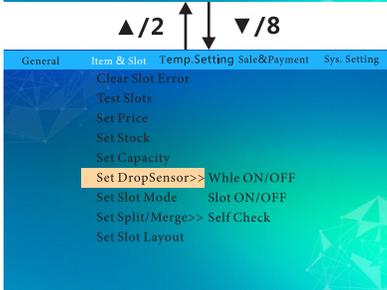


Back

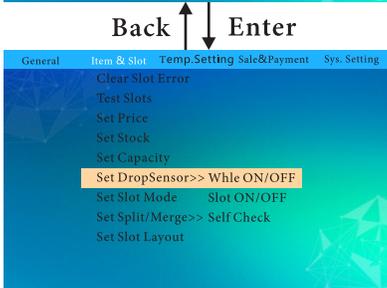
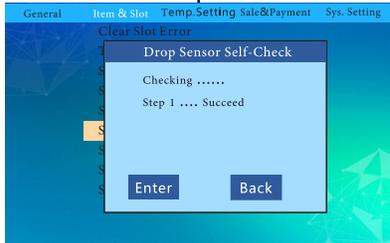


◀/4

Back



▲/2



Back

▲/2

▼/8



Back

To Set The Slot Mode:

Follow this flow chart to switch the slot to the locker, spring or belt.

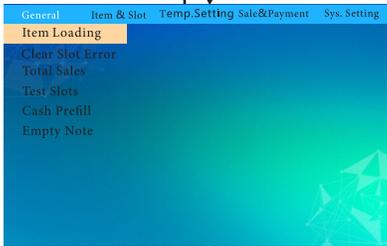


↓ Open the machine door



Press the digital keyboard to enter the password, the initial password is "000000"

Back ↑ ↓



← /4 ↑ ↓ /6 →



Back

▲ /2 ↑ ↓ ▼ /8



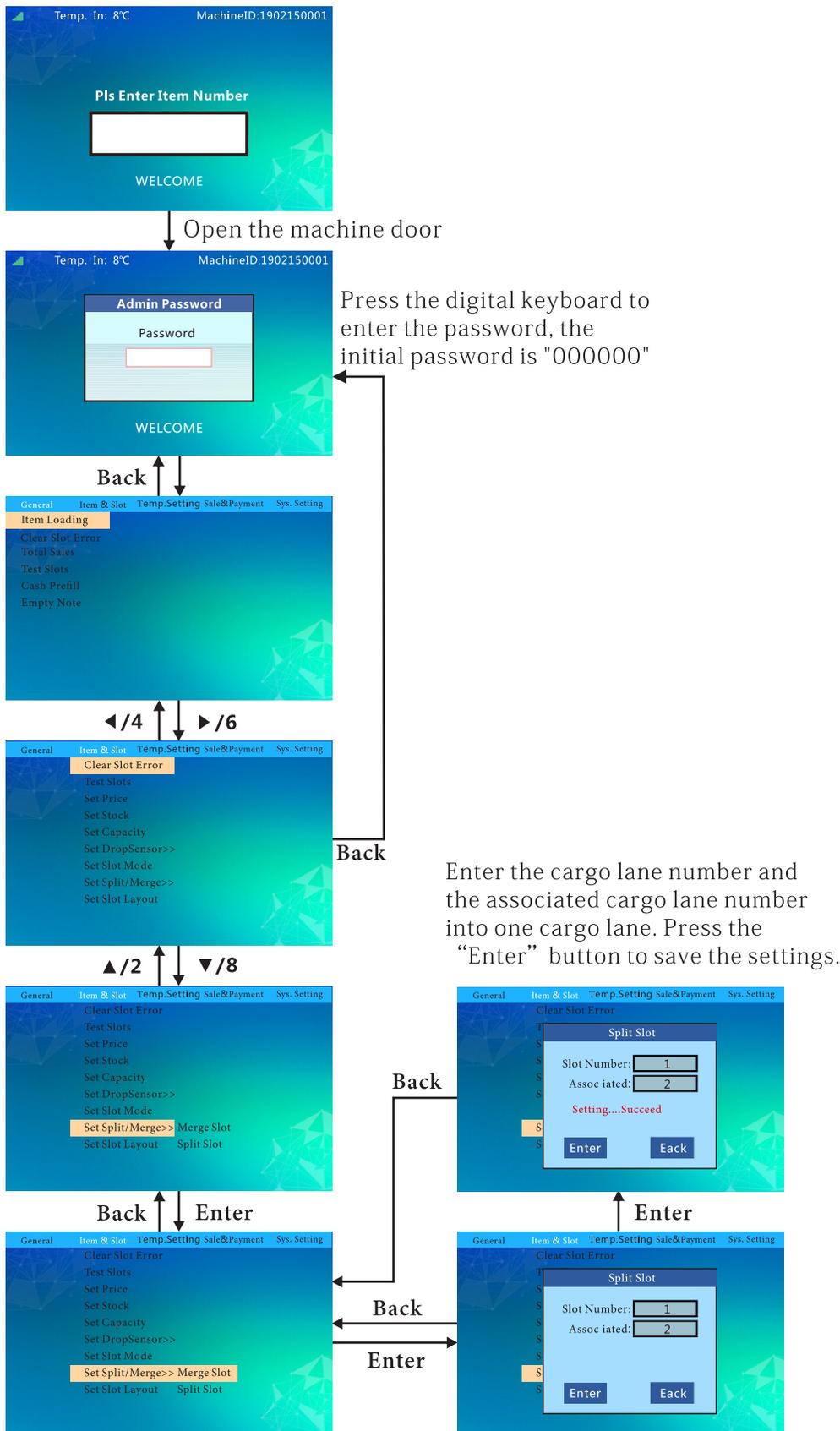
Back ↑ ↓ Enter



Press the digital keyboard to input the initial cargo lane number and ending cargo lane number to be set, and set the driving mode of the selected cargo lane. Press "Enter" to save the setting.

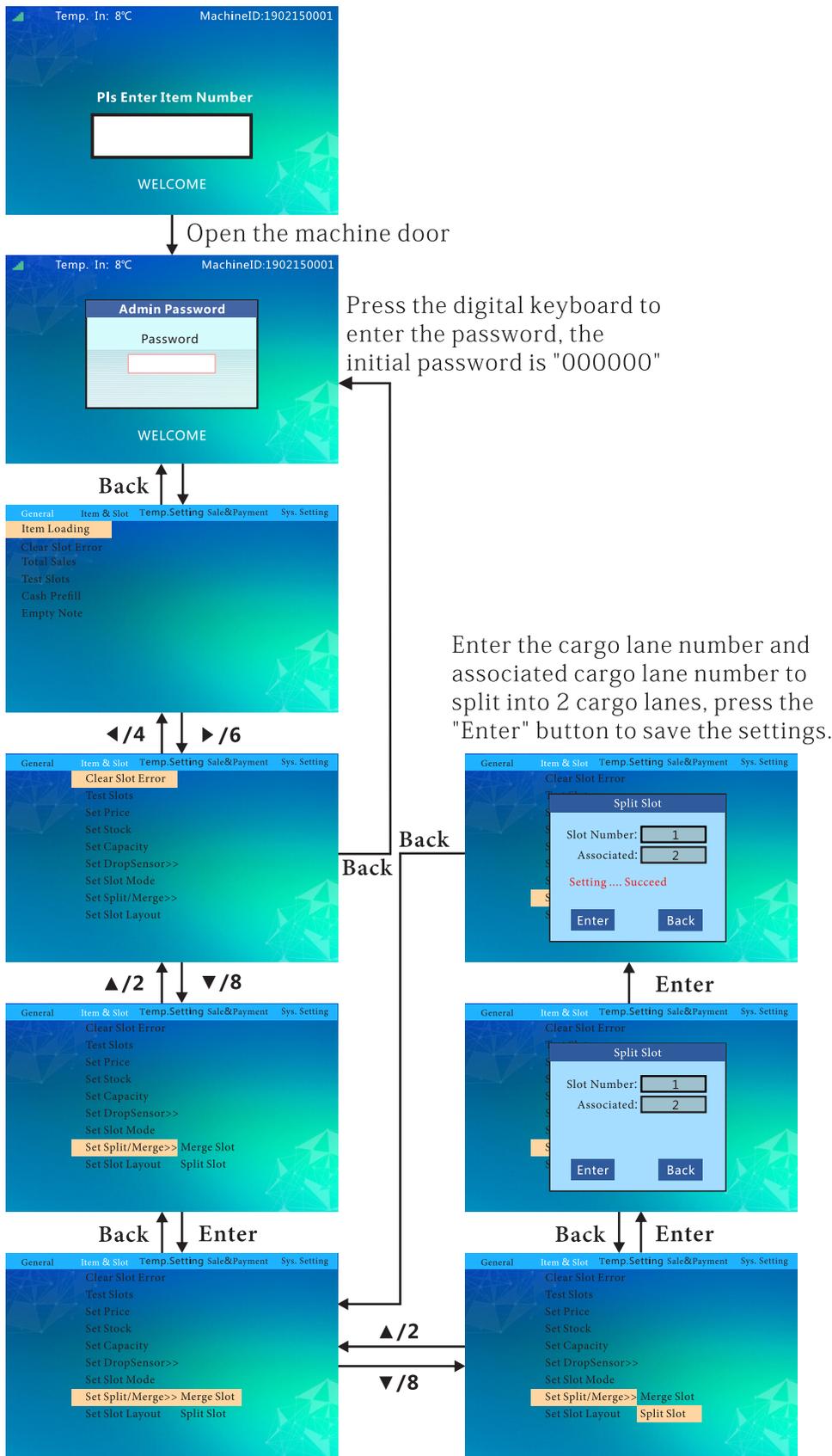
To Merge Slots:

Follow this flow chart to merge or split slots.



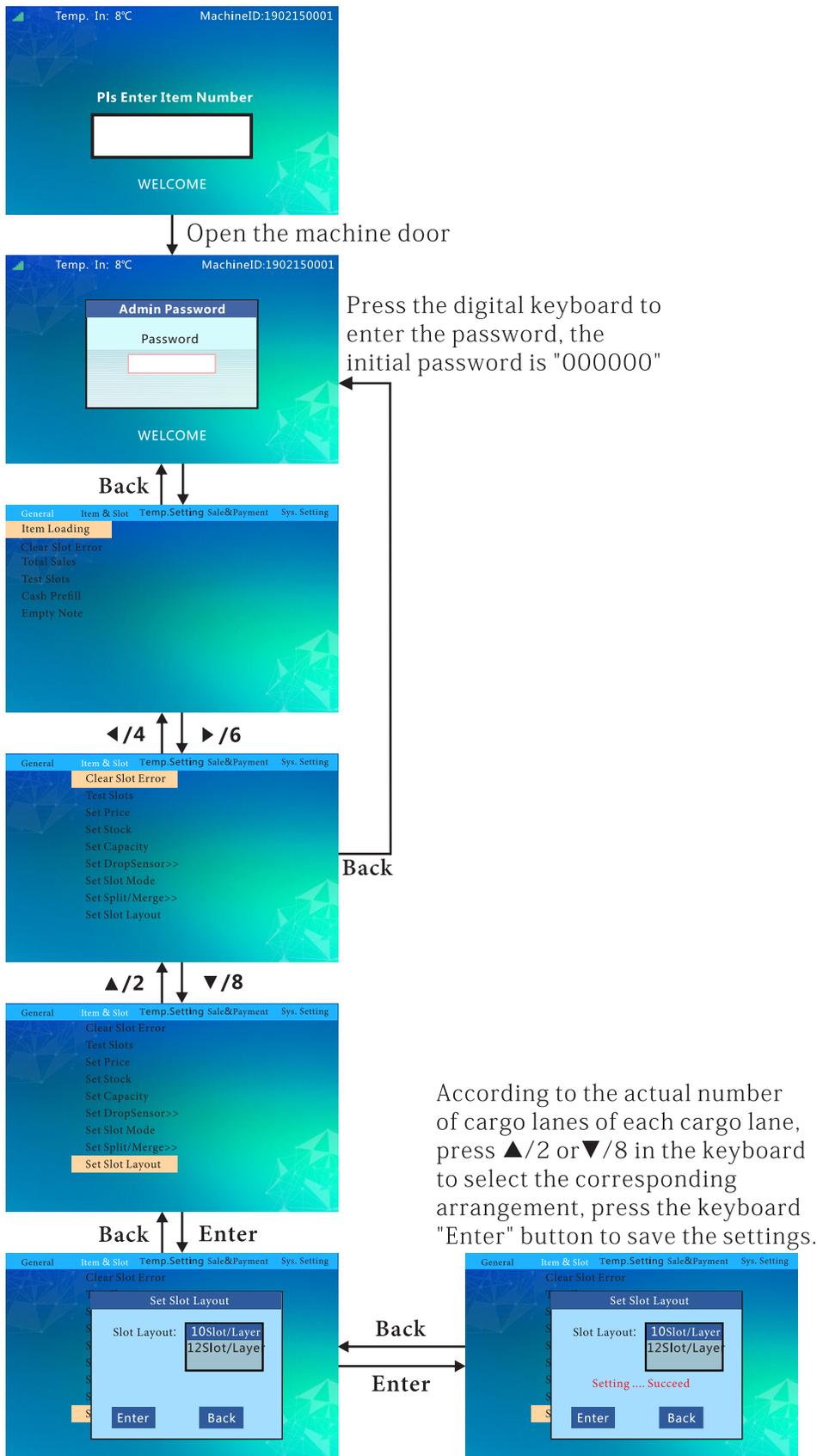
To Split Slots:

Follow this flow chart to merge or split slots.



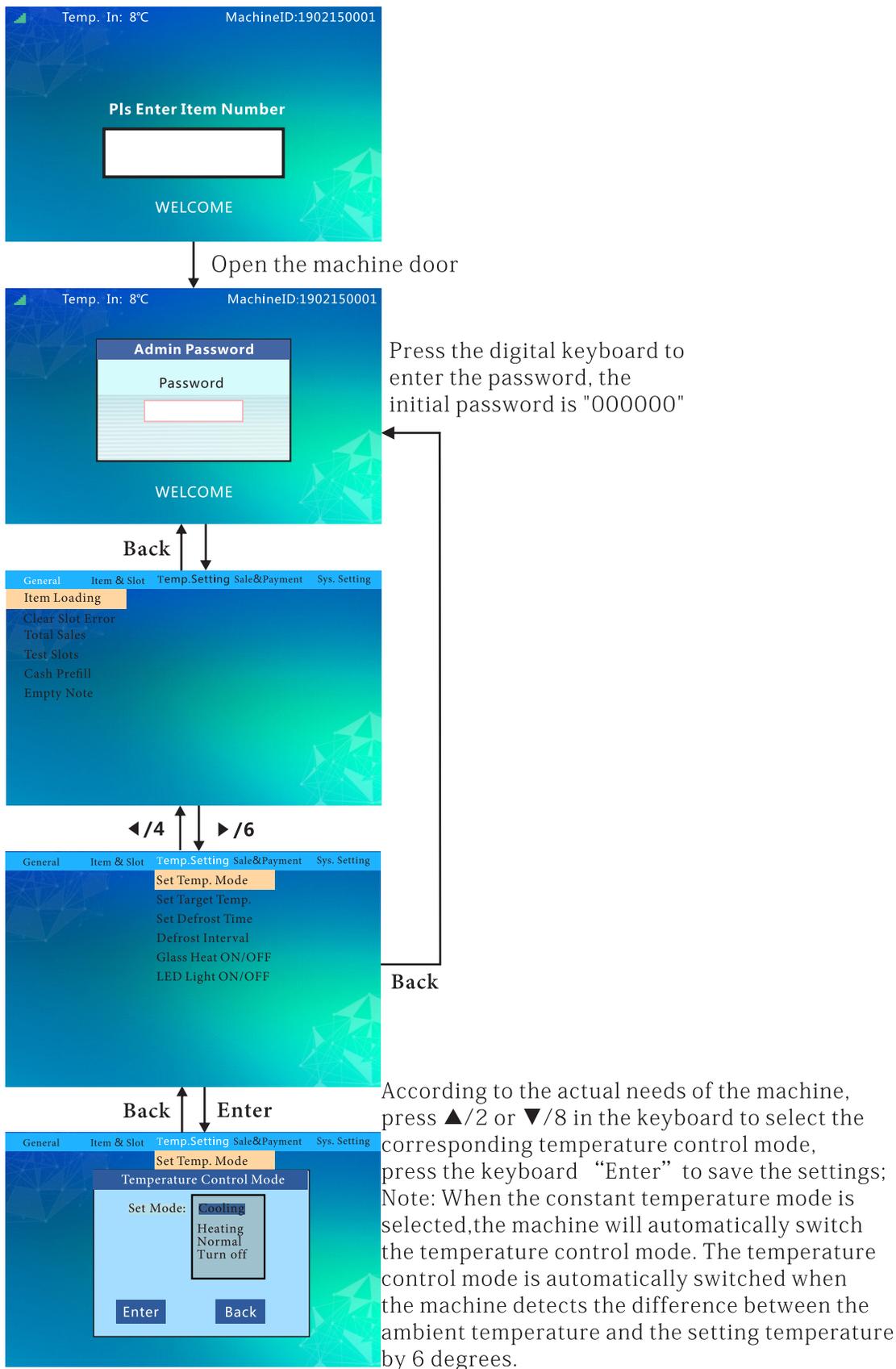
To Set Slot Layout:

Follow this flow chart to set the layout of the slots.



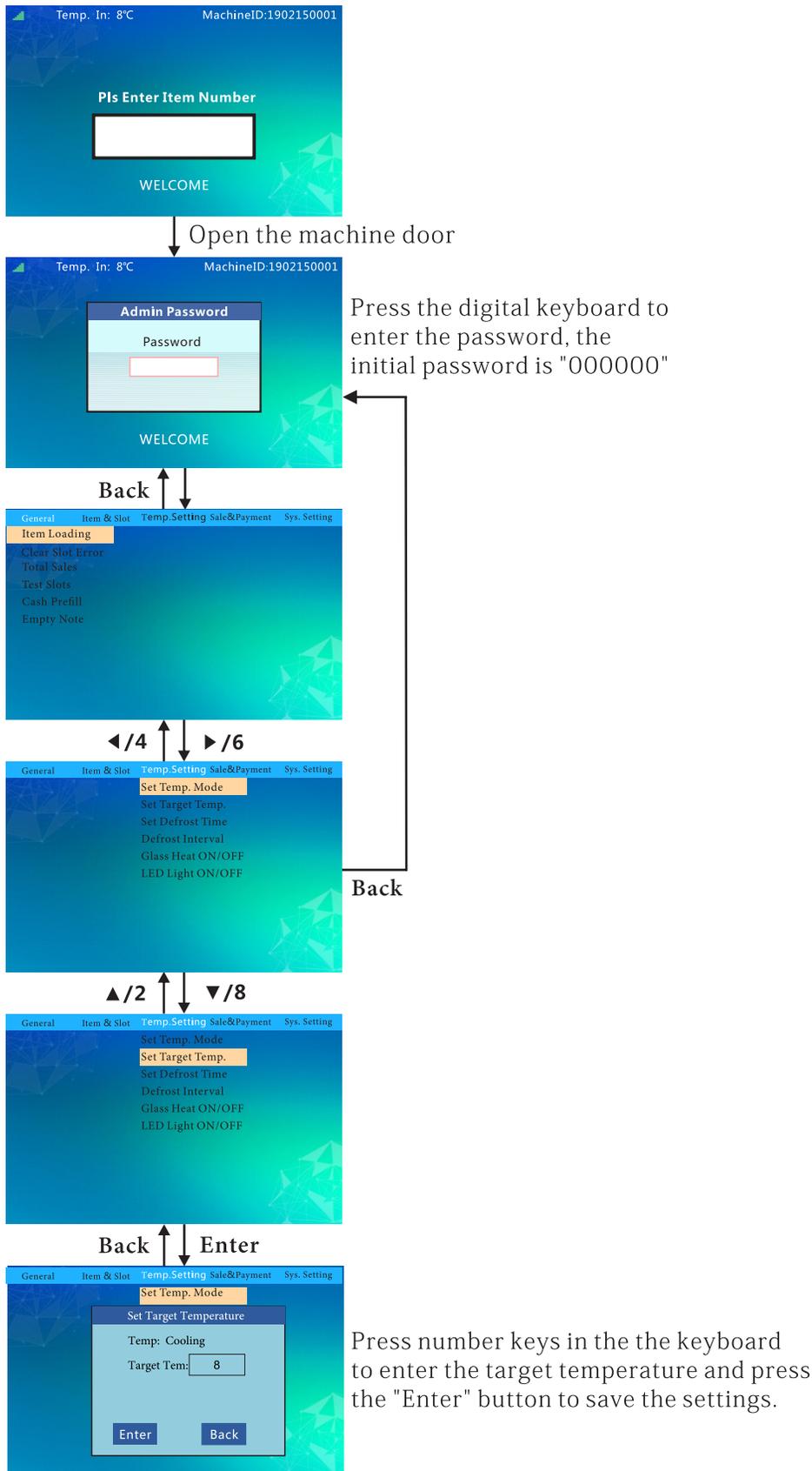
Temperature Control Mode:

Follow this flow chart to set the temperature.



Set Target Temp:

Follow this flow chart to set target temp.



Set Defrost Time & Intervals:



↓ Open the machine door



Press the digital keyboard to enter the password, the initial password is "000000"

Back



◀/4 ↑ ↓ /6▶



Back

▲/2 ↑ ↓ /8▼



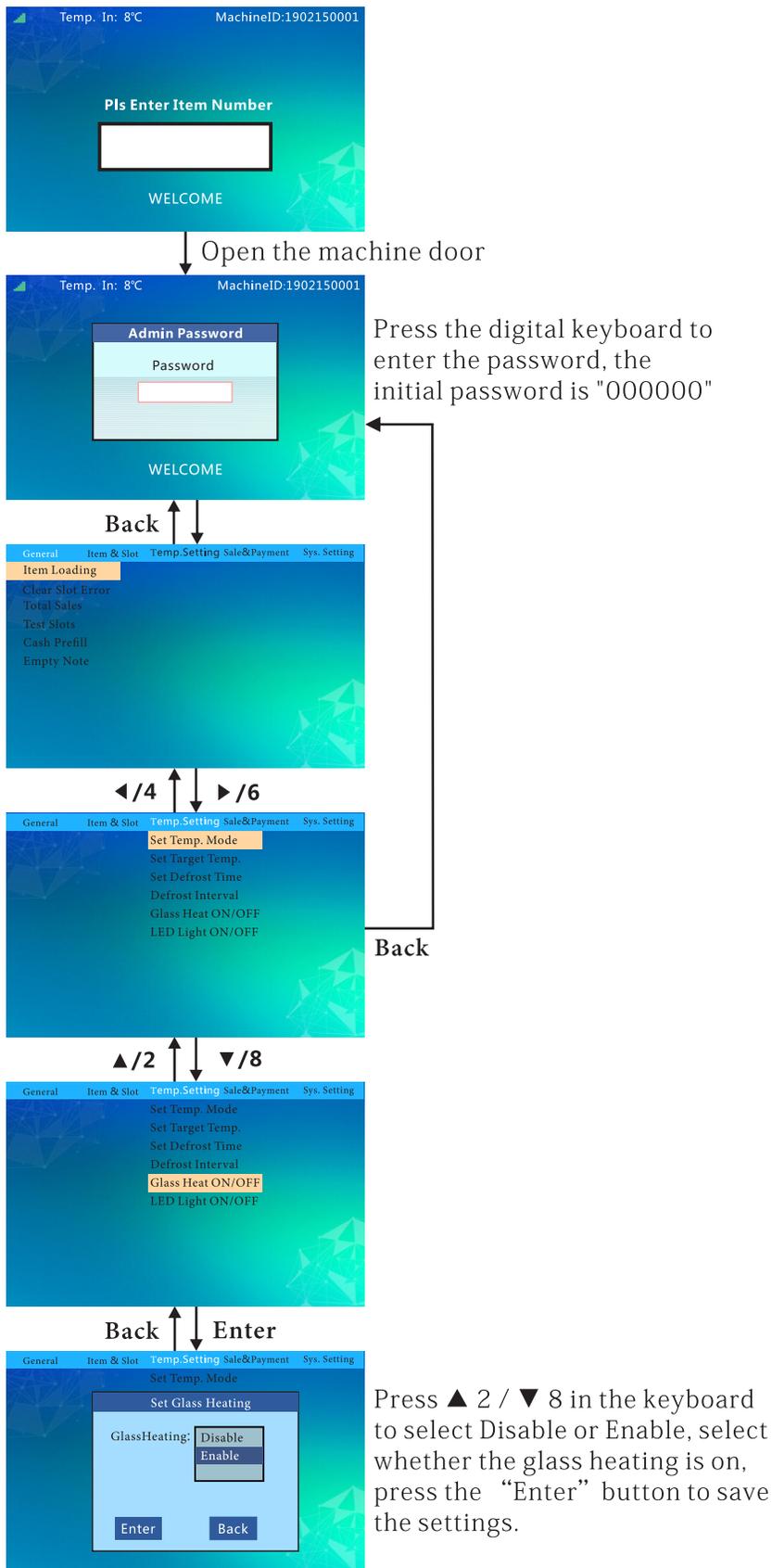
Back ↑ ↓ Enter



Set the defrosting time and downtime defrosting cycle (defrosting time interval), press the "Enter" button to save the settings.

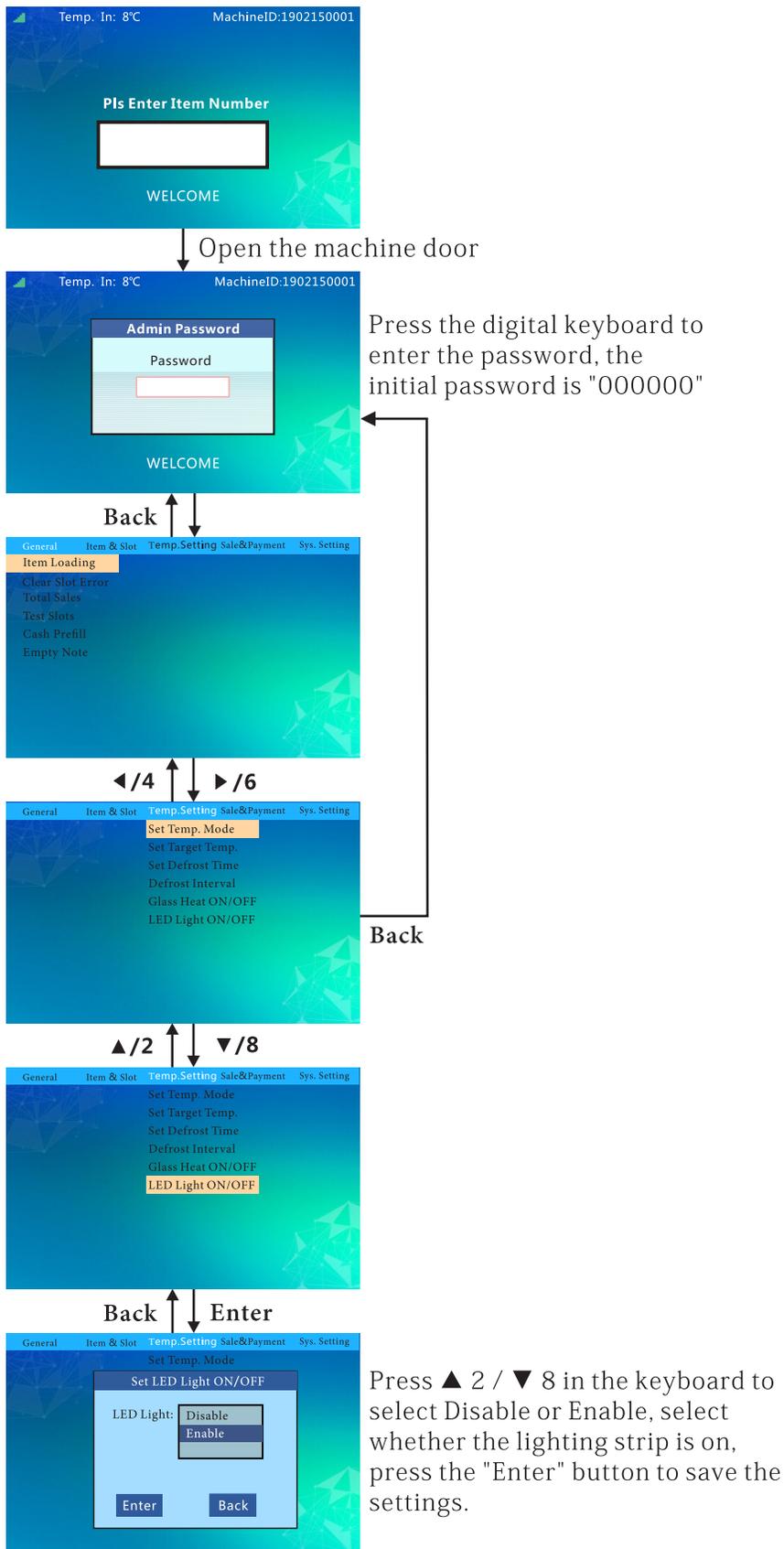
Glass Heat ON/OFF:

Follow this flow chart to set up the glass heating feature.



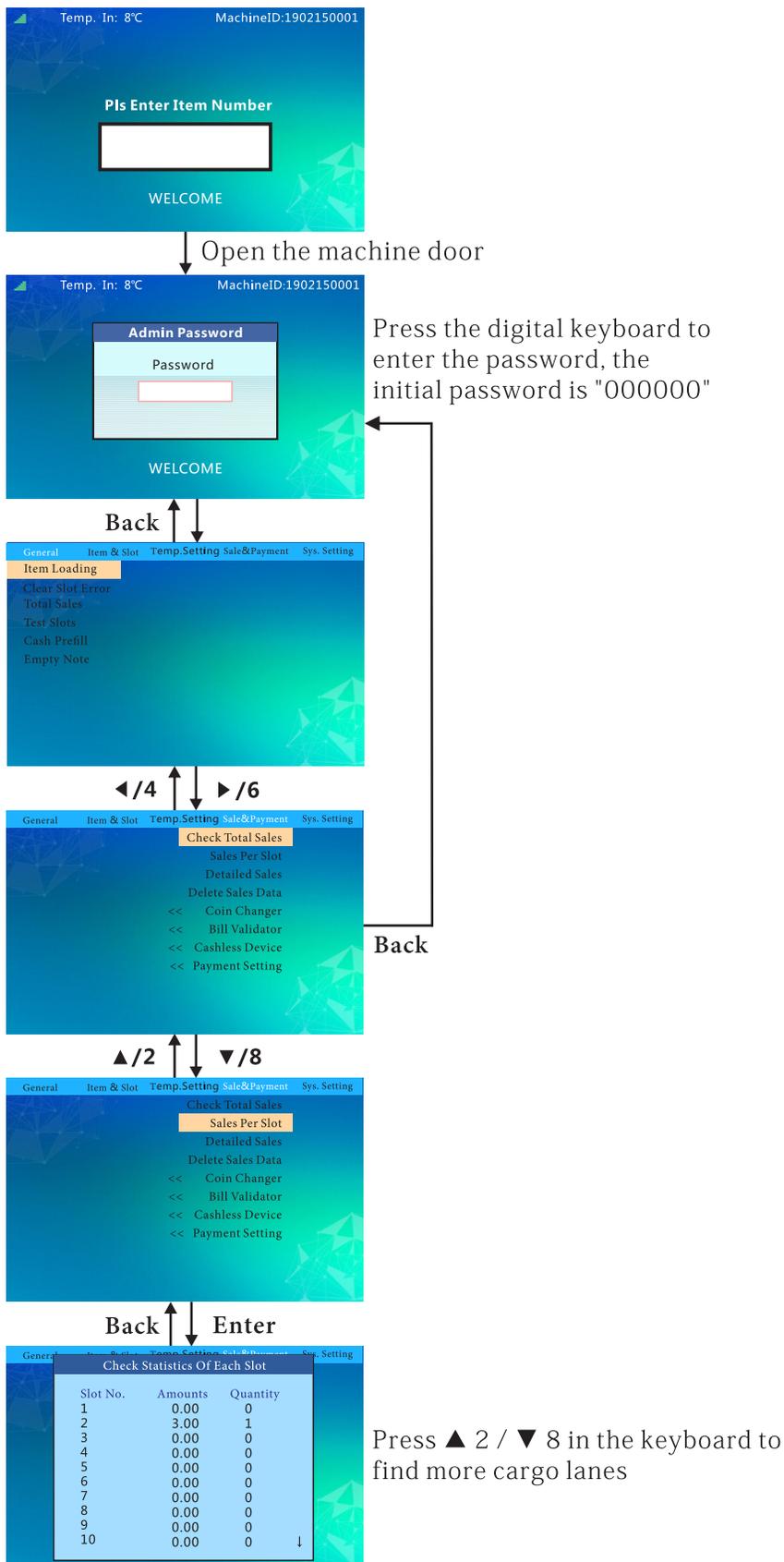
LED Light ON/OFF:

Follow this flow chart to set up the LED light feature.



Sales Per Slot:

Follow this flow chart to check the sale stats of individual slots.



Pay Type Stats:

Follow this flow chart to check the sale stats per payment type.



↓ Open the machine door



Press the digital keyboard to enter the password, the initial password is "000000"

Back ↑ ↓



◀/4 ↑ ↓ ▶/6

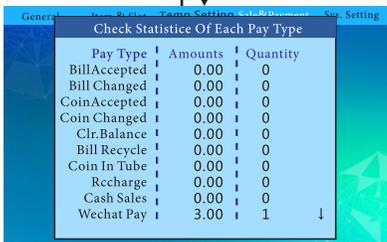


Back

▲/2 ↑ ↓ ▼/8

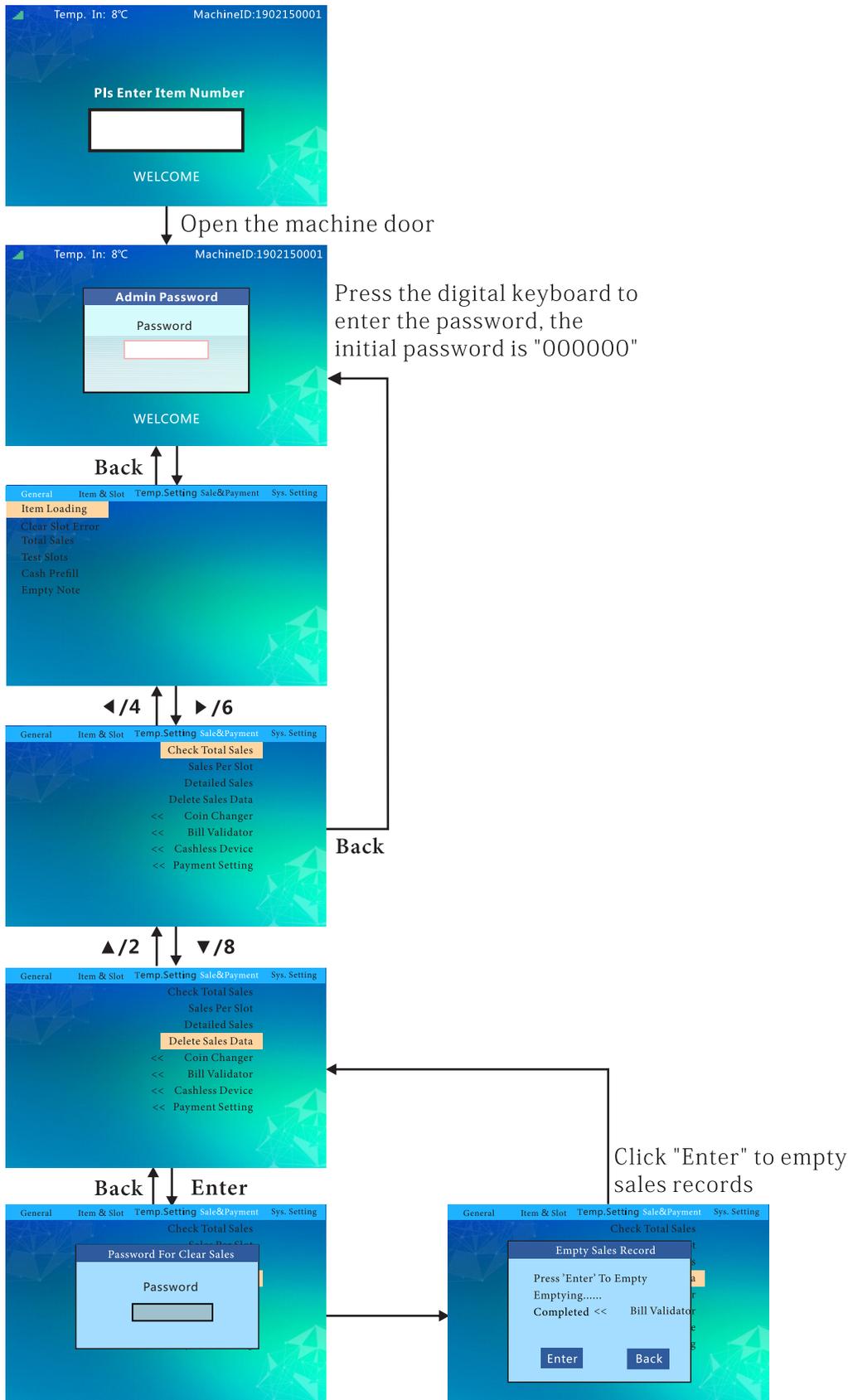


Back ↑ ↓ Enter



Delete Sales Data:

Follow this flow chart to delete sales data.



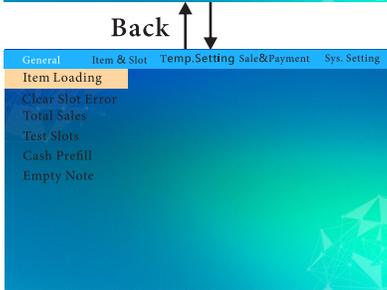
Set Coin Change ON/OFF:



Open the machine door



Press the digital keyboard to enter the password, the initial password is "000000"



Back



Press ▲2/▼8 to select to disable or enable coin change. If the machine needs coin change, the coin change switch must be turned on. Press "Enter" to save the settings.



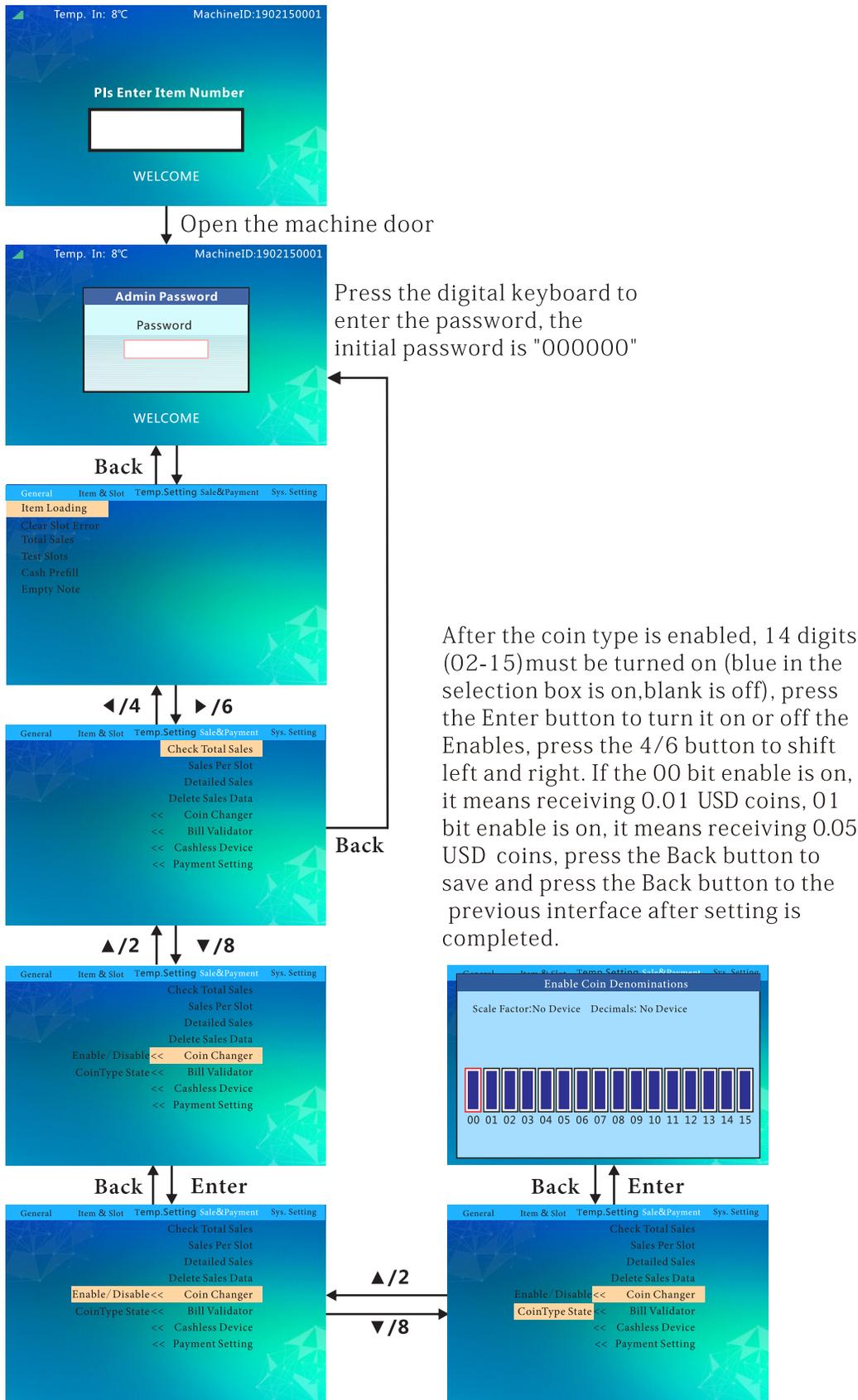
Back

Enter

Coin Denominations:

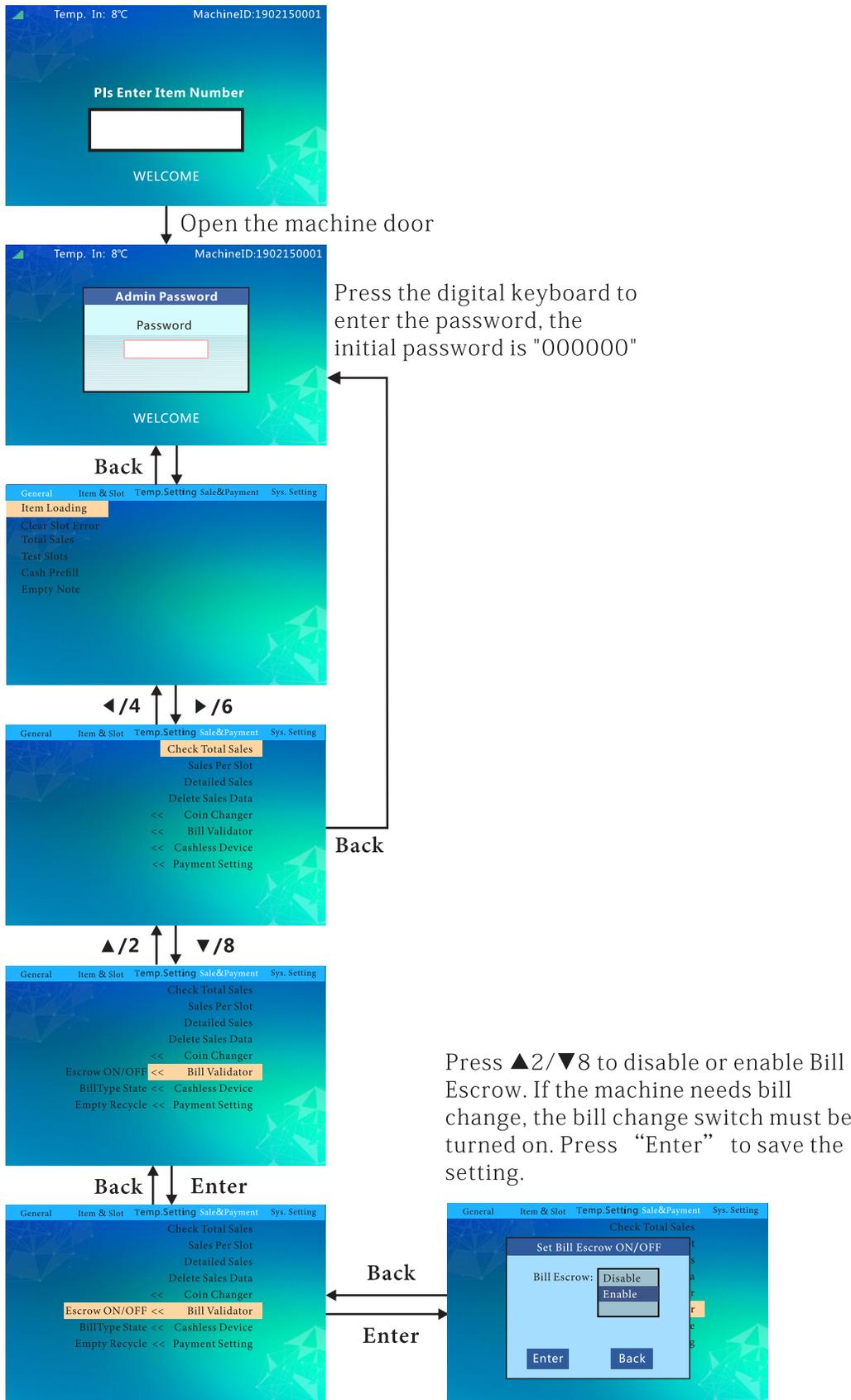
Follow this flow chart to allow/disable certain coin denominations.

Enable Coin Denominations



Set Bill Escrow ON/OFF:

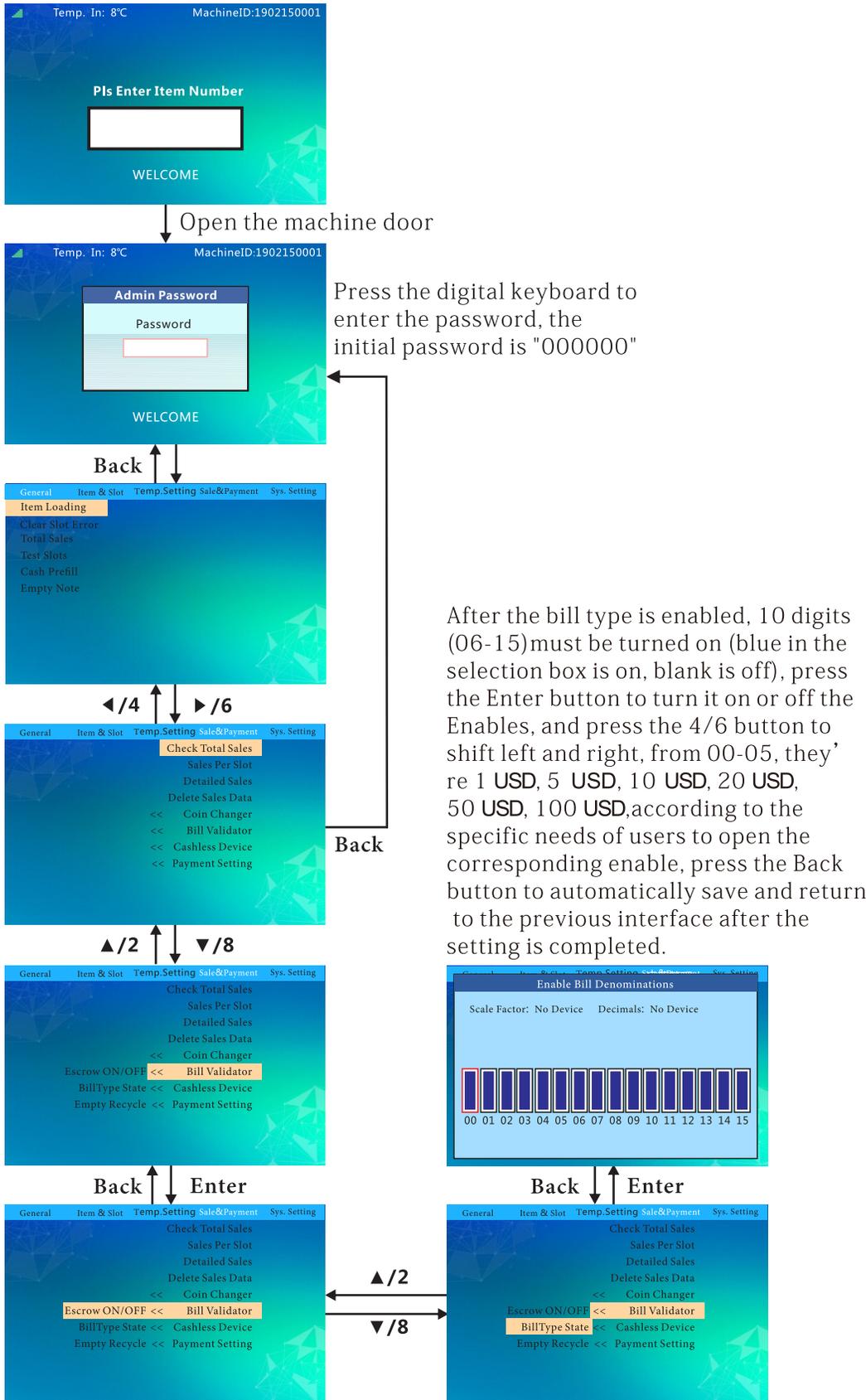
Follow this flow chart to set bill escrow.



Bill Denominations:

Follow this flow chart to allow/disable certain bill denominations.

Enable Bill Denominations



Empty Bill Recycle:

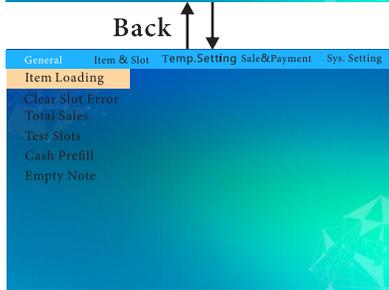
Follow this flow chart to empty the bills.



Open the machine door



Press the digital keyboard to enter the password, the initial password is "000000"



Back



Back

Press the "Enter" button to empty the Bill Recycle and press the "Back" button to return to the previous interface.



Back Enter



Back Enter



▲/2

▼/8



Set IC Card Reader:



Open the machine door



Press the digital keyboard to enter the password, the initial password is "000000"

Back



◀/4 ▲/2 ▼/8 ▶/6



Back

▲/2 ▼/8

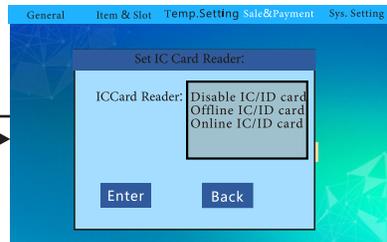


Back Enter



Back

Enter



Set POS Device ON/OFF:



↓ Open the machine door



Press the digital keyboard to enter the password, the initial password is "000000"

Back



◀/4 ↑ ↓ ▶/6



Back

▲/2 ↑ ↓ ▼/8



Back ↑ Enter



Back ↓ Enter



▲/2

▼/8



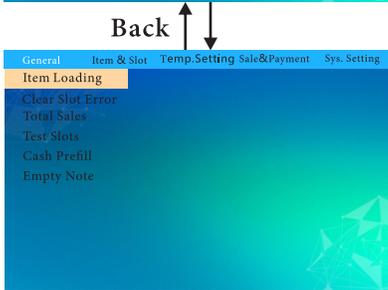
Set Max Credit:



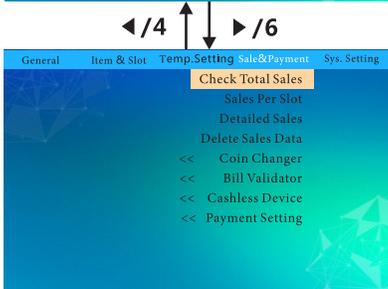
Open the machine door



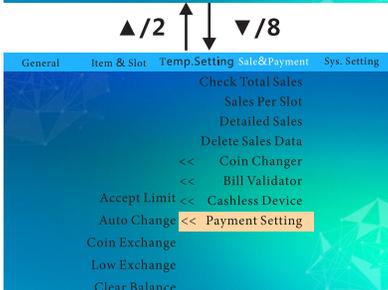
Press the digital keyboard to enter the password, the initial password is "000000"



Back



Back



Set the maximum receiving amount, too low will cause the machine not to accept large denomination notes. If the machine is set 20, the 50 and 100 denomination notes will not be accepted.



Back Enter



Back

Enter

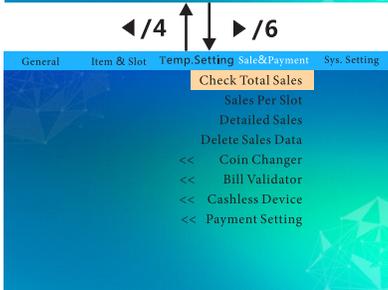
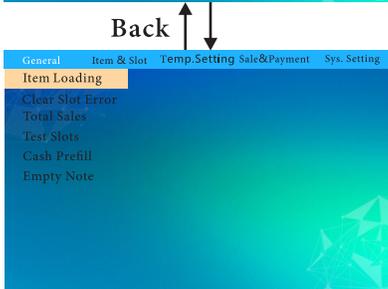
Set Auto Change Dispensing:



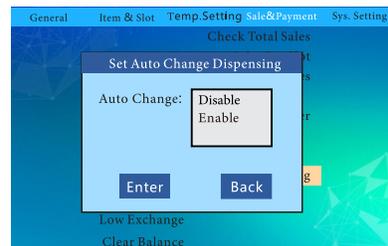
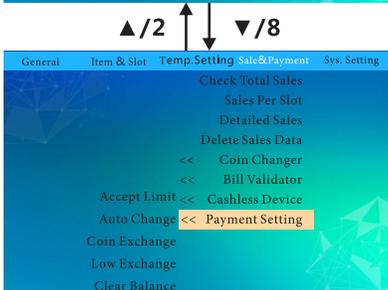
Open the machine door



Press the digital keyboard to enter the password, the initial password is "000000"



Press ▲ 2 / ▼ 8 in the keyboard to select to disable or enable the Auto Change switch, press the "Enter" button to save the settings.



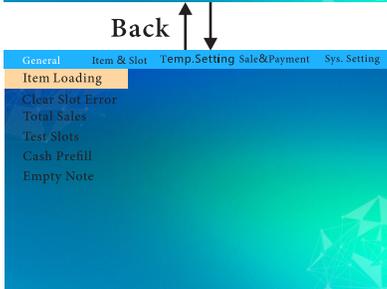
Set Coin Exchange Without Sale:



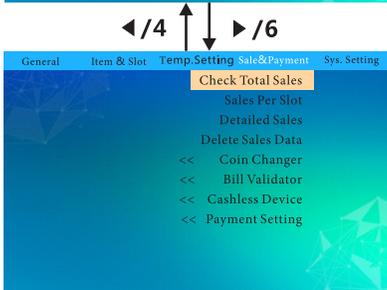
Open the machine door



Press the digital keyboard to enter the password, the initial password is "000000"



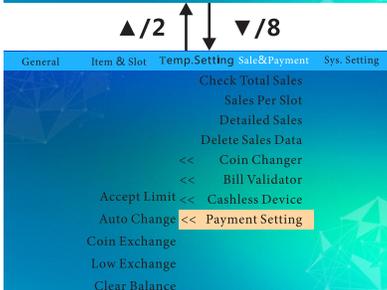
Back



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Back

Press ▲ 2 / ▼ 8 in the keyboard to select to disable or enable the Coin Exchange Without Sale switch, press the "Enter" button to save the settings.



▲/2 ↑ ↓ ▼/8



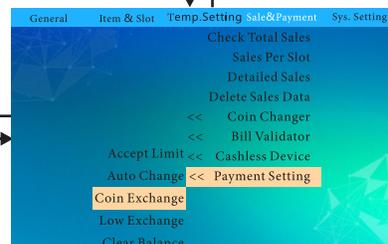
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Back ↓ ↑ Enter



▲/2

▼/8



Set Minimum Change:

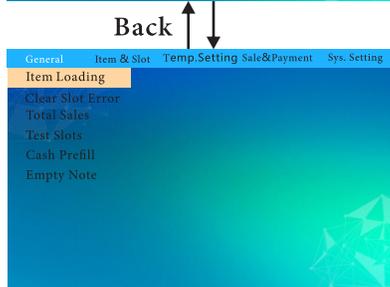
Set Low Change



Open the machine door



Press the digital keyboard to enter the password, the initial password is "000000"

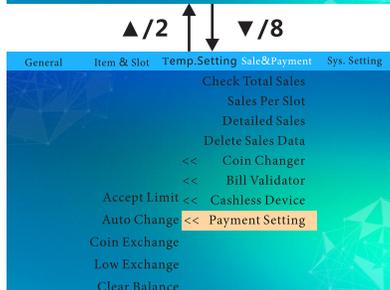


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Back

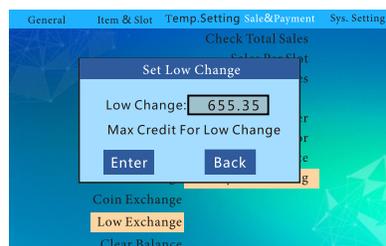


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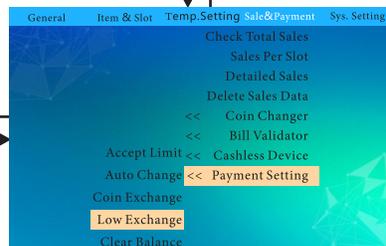
Back Enter



When the low value of no change is set to 0, even if the machine has no change, the machine purchase interface will not prompt "insufficient change". When the machine prompts that the change is insufficient, the purchase of goods needs to be invested in coins equal to the price of goods. Otherwise, it may not give the change after the purchase of goods.



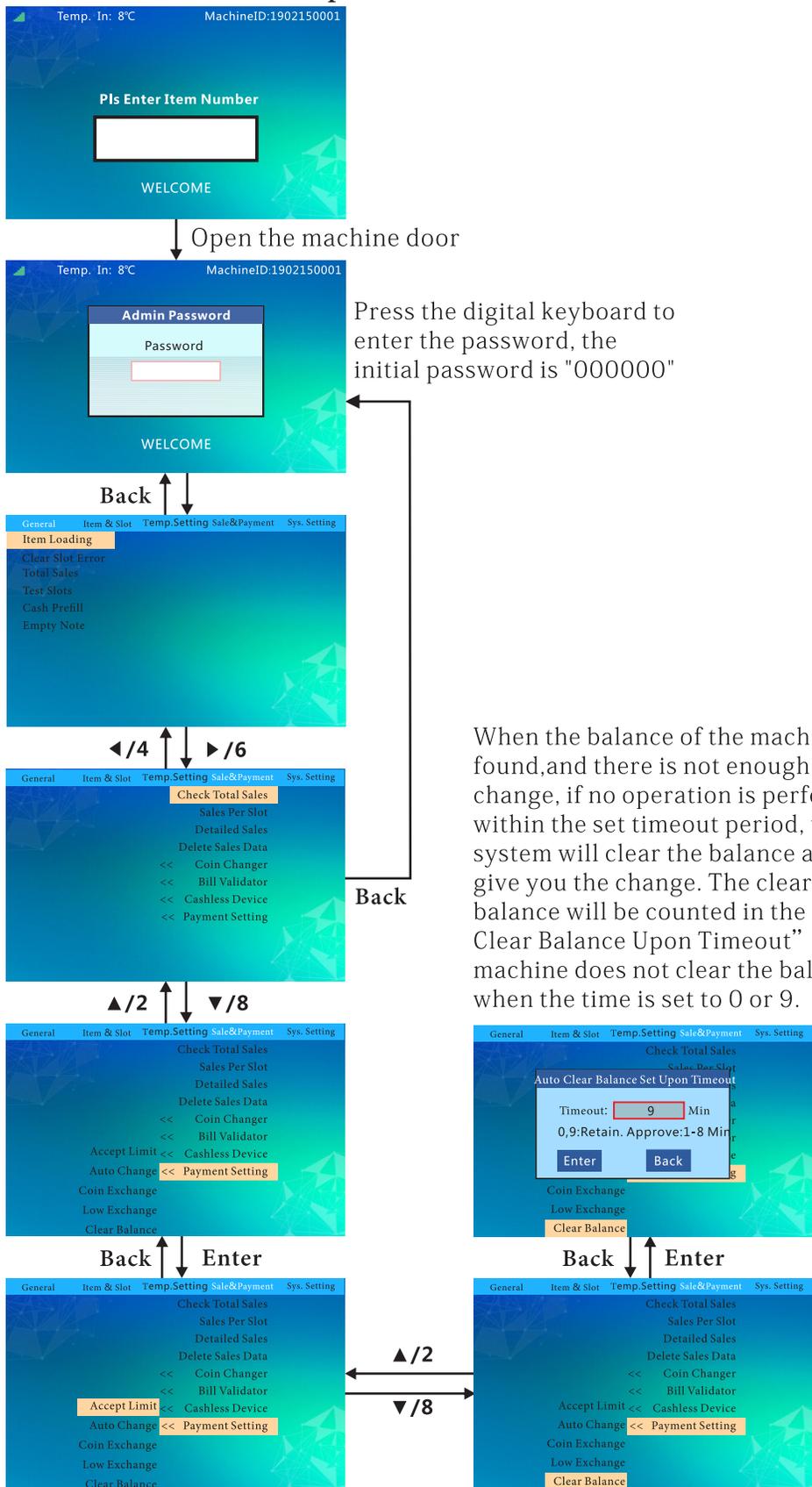
Back Enter



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Auto Clear Balance Set Upon Timeout:

Auto Clear Balance Set Upon Timeout



When the balance of the machine is not found, and there is not enough for change, if no operation is performed within the set timeout period, the system will clear the balance and not give you the change. The cleared balance will be counted in the "Auto Clear Balance Upon Timeout". The machine does not clear the balance when the time is set to 0 or 9.

Set Multi-Vend ON/OFF:



↓ Open the machine door



Press the digital keyboard to enter the password, the initial password is "000000"

Back



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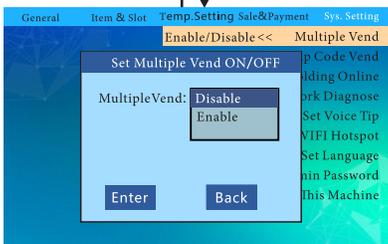


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Press ▲ 2 / ▼ 8 in the keyboard to select to disable or enable the shopping cart, press the "Enter" button to save the settings.

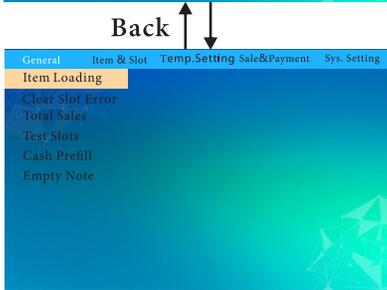
Set Multi-Vend Qty Limit:



Open the machine door



Press the digital keyboard to enter the password, the initial password is "000000"



Back

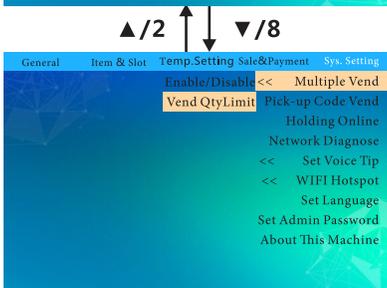


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Enter

The shopping cart switch must be enabled before setting the number of shopping carts. The maximum number of shopping carts can be set to 5. After the setting is completed, press the "Enter" button to save the settings.



Set Pick Up Code ON/OFF:



↓ Open the machine door

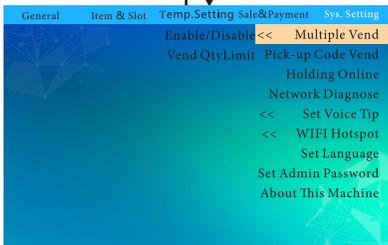


Press the digital keyboard to enter the password, the initial password is "000000"

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Back

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Press ▲ 2 / ▼ 8 in the keyboard to select to disable or enable the pick-up code switch, press the "Enter" button to save the settings.

Inquiry Server Frequency:

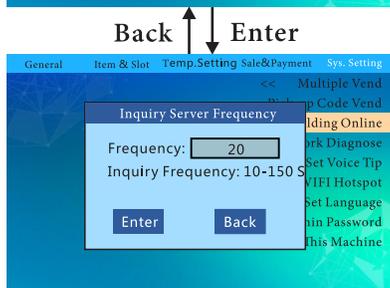
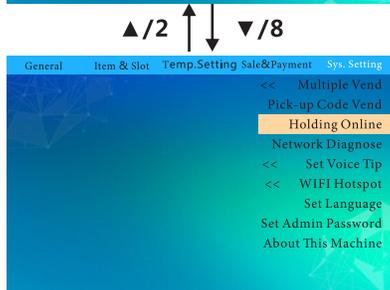
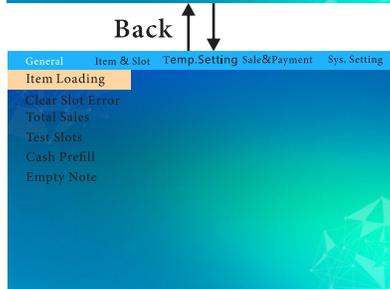


Open the machine door

The heartbeat interval is a mechanism to keep online, set to 20 second. The machine shall send an instruction to the server every 20 seconds to synchronize the server online status. The longer the heartbeat interval is set, the more the machine saves traffic, but the longer the state synchronization interval is, the shorter the heartbeat interval is, the real-time update of the machine's status is, but the more traffic is consumed. It is recommended that the heartbeat interval be set a little shorter where the network signal is poor.



Press the digital keyboard to enter the password, the initial password is "000000"



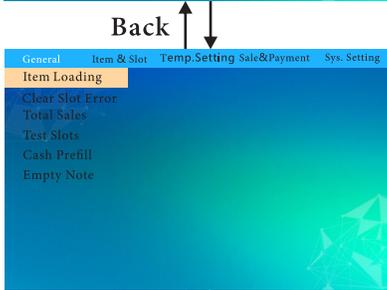
Network Diagnoses:



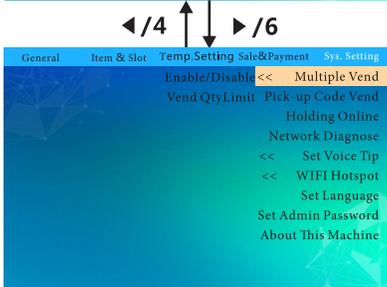
Open the machine door



Press the digital keyboard to enter the password, the initial password is "000000"



Back

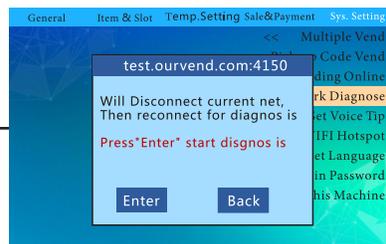


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Back

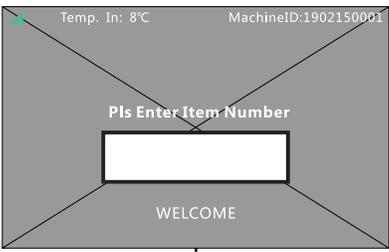


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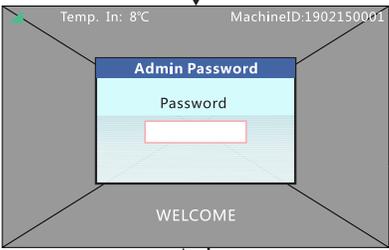


Enter

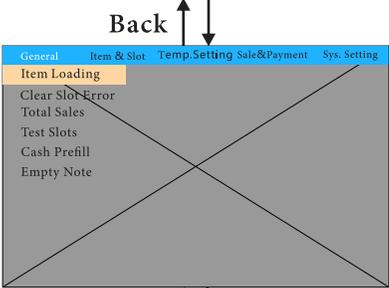




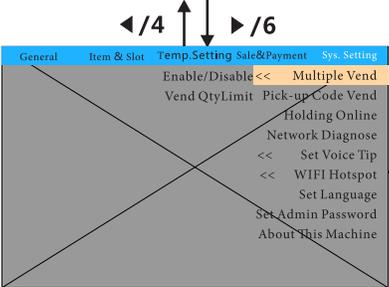
Open the machine door



Press the digital keyboard to enter the password, the initial password is "000000"

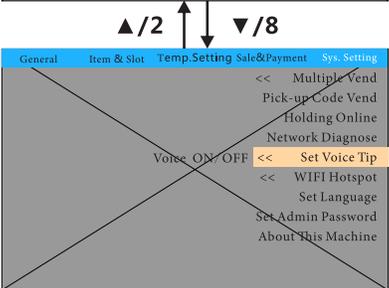


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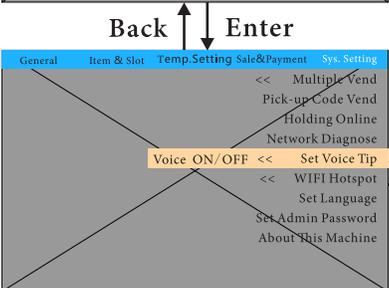
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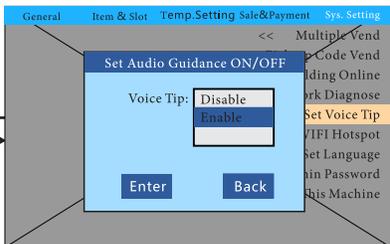


▲/2 ▼/8

Press ▲ 2 / ▼ 8 in the keyboard to select to disable or enable the Voice Tip switch, press the "Enter" button to save the settings.



Back Enter



Back

Enter

Set Display Language:



↓ Open the machine door



Press the digital keyboard to enter the password, the initial password is "000000"

Back ↑ ↓



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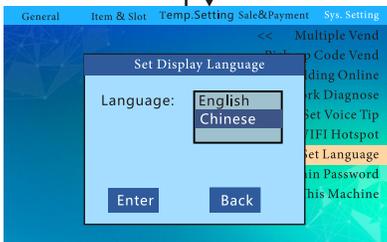


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Press ▲ 2 / ▼ 8 in the keyboard to select the language you want to set (currently only supports Chinese and English), press the "OK" button to save the settings.

Machine Info:



↓ Open the machine door

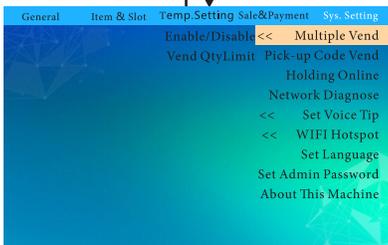


Press the digital keyboard to enter the password, the initial password is "000000"

Back ↑ ↓



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The local number (local ID number), hardware version information and software version information can be queried.

Reset Admin Password:

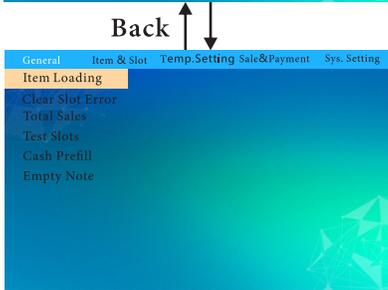
Reset Admin Password



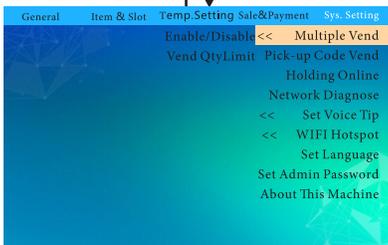
↓ Open the machine door



Press the digital keyboard to enter the password, the initial password is "000000"



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Back ↑ ↓ Enter



Enter

Press the keyboard to input the original password, then input the new password and retype the new password, press the "Enter" button to save the settings.



Adjustments

Merge the Cargo Lanes:

Disconnect the Tray:

- Cut the tie-up cable.
- Pull out the tray and disconnect the terminal behind it.



Remove the Baffle:

- Unscrew the spring on the right side of the cargo lane to be merged.
- Disassemble the middle baffle screw (the plastic baffle can be pushed directly inward and removed).
- Ensure the baffle fixed by rivets does not support the merged cargo lane.



Replace the Spring and Price Tag:

- Disassemble the right spring and replace it with the left-handed spring.
- Remove the price tag of the right cargo lane and use the price tag of the left lane (e.g., after merging lane 141 and lane 142, the merged lane is 141).

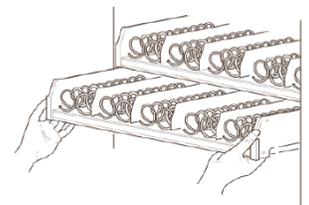
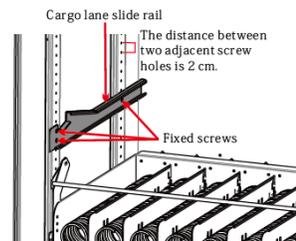
Reconnect the Motor Wire:

- Pull out the plug of the motor wire on the right side of the cargo lane and insert it into another jack.
- Connect the merged tray to the terminal.
- Arrange and bind the wiring harness and push it into the main cabinet.
- In the software menu, set the corresponding lane into the merged lane.

Adjustment of Layer Height

Disconnect the Tray:

- Cut the tie-up cable.
- Pull out the tray and disconnect the terminal behind it.



Adjust the Slide Rail:

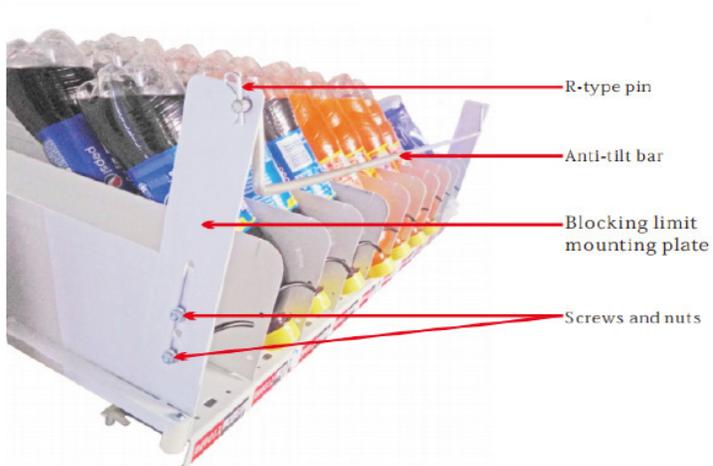
- Use a screwdriver to loosen and remove the screws of the cargo lane slide rail.
- Adjust both slide rails to the same appropriate height and fix with screws (ensure the height of the slide rail on both sides is the same).

Reconnect the Tray:

- Connect the tray terminals.
- Tie up and bind the lane wiring harness.
- Push the lane into the main cabinet.

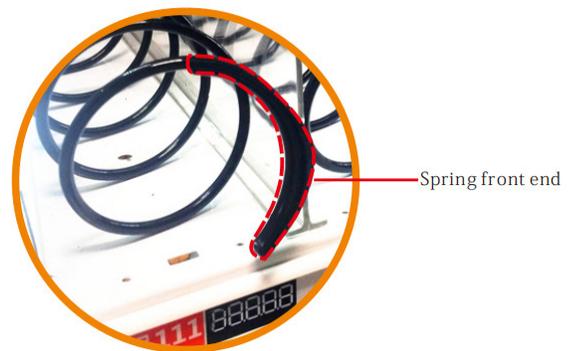
Installation of Blocking Device

Installation of the blocking device is to prevent taller products from falling forward, and the upper end of item leaning against the glass, which causes the spring to be unable to push the product out of the lane.



Installation of spring front end

The front end of the spring is used for some cargo lanes with thinner products when the goods can not be pushed out at one time.



SOFTWARE UPDATE

If your vending machine is experiencing glitches, such as freezing or prices reverting to the old price, it may be due to outdated software. To resolve this, we'll provide you with an update.

USB Drive Update: We'll send you a file that you can upload to the vending machine using a USB drive to update the software and resolve any issues.

SPIRAL GUIDE

We've created this guide to help you select the right spiral size for your products. If you need additional spirals in different sizes, our team is happy to send them to you at no extra charge. Just reach out to us at support@koolmore.com.

Important Notes:

- The machine comes with 86mm spirals at the top and 70mm spirals at the bottom. These spirals are fully interchangeable, so you can place the 86mm spirals at the bottom if preferred.
- The double spirals at the top (which turn left and right) are ideal for larger items, like chips, that need two spirals to dispense properly. However, for drinks, the left default spiral will work just fine on its own.

Spiral Differentiation:

Left Spiral: These are the default spirals, used for most items.

Right Spiral: These are needed only when using a double spiral setup, allowing the item to be dispensed by simultaneously pushing both the left and right spirals.

Spiral Specification (mm)	28	38	60	70	86	105	130
Spiral Diameter	Small	Small	Small	Small	Small	Small	Small
Number of Products	15	11	7	6	5	4	3
Spiral Length	452	452	443	443	443	443	443
Product be placed recommendation			boxed milk, Ore o flat box	Water, s mall size drinks, c anned coke	Normal drinks		Bucket instant noodles

SUPPORT BAR AND PARTITION CUSTOMIZATION

The Support Bar and Partitions are customizable to suit your product needs and can be adjusted to different positions on the machine for optimal support. Here's how you can modify them:

- Spiral Size Adjustments: Swap out spirals for different sizes to better accommodate your products.
- Spiral Positioning: Rotate the spirals to different positions to improve dispensing, especially if your products aren't dispensing smoothly.
- Lifter Removal (for cans): If you're not using cans (e.g., Coke cans), you can remove the lifter to free up space. This is particularly helpful when the lifter isn't needed for other products.
- Partition Adjustments: Small bottles typically benefit from partitions for added support, while larger items may not require them.

Example: The support bar is designed to hold cans in place. If you're not using cans, you can easily remove the support bar by unscrewing the two screws at the front.



ADJUSTABLE SHELVES

The shelves can be easily adjusted to a higher or lower position to suit your needs.

Maintenance

Vending Machine Daily Management, Maintenance, and Cleaning

Cleaning Schedule

- **Every Time You Replenish Goods:**
 - Wipe the exterior of the vending machine.
- **Monthly:**
 - Clean the pickup slot.
 - Clean the cargo lane.
 - Clean the metal keyboard.
 - Clean the delivery device.
 - Clean the panel.
 - Inspect the LED Light
- **Every Six Months:**
 - Clean the evaporator.
 - Clean the condenser.
 - Test the leakage protection.
 - Inspect the overall installation status.

How to Clean the Vending Machine

- Regular Dusting: Use a dry cloth to wipe away dust from the machine.
- Removing Dirt: For light dirt, use a cloth dampened with water. For heavier dirt, use a cloth with diluted neutral detergent.
- Avoid Damage: Do not use organic solvents or acidic/alkaline liquids to clean the machine; these can damage the panel. Avoid chemical solvents like paint thinners and banana water.
- Safe Cleaning Practices: Avoid using solvents that can cause accidents. Clean the evaporator and condenser with water every six months. For detailed instructions, refer to the "Refrigerator Cleaning Guide" on the machine.

Radiator Cleaning:

- Open the machine door and unplug the machine.
- Remove the bezel or cargo bucket.
- Use a non-metallic brush to clean the dust from the radiator's gaps.
- Testing the leakage protection switch

Perform the Test:

- Press the test switch on the power plug.
- If the power indicator turns off and the machine powers down, the test is successful.

Restarting the Machine:

If the test is normal, plug the machine back in and wait three minutes before turning it on.

Troubleshooting

Issue	Possible Causes	Solutions
The machine has no power	The power switch is not turned on.	Turn on the machine power switch.
	The fuse burned out.	Check the machine fuse; if it is short-circuited and replace the fuse.
	The circuit breaker is OFF.	Check the machine to ensure no short circuits and turn on the circuit breaker.
	The power plug is damaged.	Seek professional help to repair power plugs.
	110V power is not connected.	Check the power supply to ensure the 110V power supply is normally connected.
Not connected to the Internet	No signal.	Power off and restart the machine.
	Excessive traffic or downtime of the card.	Check if the antenna connection is properly installed and the antenna extension cable is intact. Confirm that the antenna is placed on top of the machine. Replace the SIM card with one from a different operator. Change the SIM card, if needed; there might be no network signal in that area.
	SIM card locked.	Contact technical support to unlock the SIM card; the SIM card can only be bound to the specified machine; otherwise, the card may be locked.
Lighting strip does not illuminate	The power switch is not turned on.	Turn on the lighting strip.
	Loose connection of the lighting strip.	Check the sockets of the lighting strip and re-plug them.
Unable to choose a cargo lane	The lighting strip is damaged.	Contact technical support to replace the lighting strip.
Delivery failure	Cargo lane failure not cleared up.	Clear up cargo lane failures.
	The cloud background is inconsistent with the product code set in the machine.	Synchronize the cloud background and the machine's product encoding.
	The goods do not match the cargo lane.	Replace the goods to match the encoding, or adjust the cargo lane to accommodate the size of the goods.
The machine does not refrigerate	Cargo lane capacity setting error.	Clear cargo lane failures and set the cargo lane.
	Refrigeration not turned on.	Turn on the refrigeration (see the "Set Temperature Control Mode" section in the software menu).
	Long-term use of the machine.	Contact technical support to add refrigerant.
	Too much dust in the condenser.	Clean the dust in the condenser at the back (ensure regular maintenance and cleaning).
Failure to reach the preset temperature	High ambient temperature due to product sources and the machine.	Pre-cool goods in advance when they are popular. Change the placement environment of the machine or increase ventilation. Ensure a clearance of at least 8 inches or more from the rear and left and right sides for good ventilation.
Machine won't accept coins	Power issue with the coin system.	Check if the MDB line is connected properly.
	Software not enabled.	1. Make sure there's 24V power going to the coin changer and bill validator.
	Interference from high frequency.	2. Make sure the bill type is enabled in the software settings.
	Coin system not installed correctly.	3. Remove any nearby high-frequency devices (like antennas).
	Coin system is dirty.	4. Make sure the coin changer is mounted properly.
	Coin passage is dirty.	5. Check if the coin return button is stuck and fix it so it can move freely.
	Coin recycler not detected.	If cleaning doesn't work, send the machine for repair.
	Large bills not accepted.	1. Check if the machine is set to accept large bills and adjust the settings if needed.
No change given	Bill is jammed.	Clear the jammed bill.
	Power issue.	1. Check if the MDB line is connected properly.
	Software not enabled.	2. Make sure there's 24V power going to the coin system.
	No money in the coin recycler.	3. Make sure the coin change switch is on.
	Low exchange setting is wrong.	Pre-fill the coin recycler with coins.
	No change for bills.	Adjust the setting for change so it matches the bill value.
	Bill jam (indicator light flashing).	1. Check for jammed coins and bills as necessary. 2. Inspect coins for deformation or foreign objects and remove them.
		3. Make sure the coin recycler is properly attached. 4. Check if the coin return mechanism is damaged and fix or replace it.
Commodity Shows As Sold Out	it means the commodity stock capacity is not set correctly.	Please update the stock settings to resolve this issue.

SOFTWARE UPDATE

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USB Drive Update: We'll send you a file that you can upload to the vending machine using a USB drive to update the software and resolve any issues.



WARRANTY

LIMITED WARRANTY

Koolmore Supply, Inc. extends a limited warranty to the original purchaser, guaranteeing that this Koolmore product is free from manufacturing defects in material or workmanship for one year from the date of purchase.

Should you discover any such defect within the warranty period, Koolmore Supply, Inc., reserves the right to repair or replace the product without charge, or to cover the cost of replacement parts and repair labor needed to correct defects present at the time of purchase or resulting from regular usage, when the appliance has been installed, operated, and maintained as per the instructions provided.

At its sole discretion, Koolmore Supply Inc. may decide to replace the product. In such an event, your replacement appliance will carry the warranty for the remaining term of the original unit's warranty period.

This warranty is valid exclusively to the original purchaser of the product and only applicable within the United States. The warranty commences from the date of original consumer purchase. Proof of the original purchase date will be required to obtain service under this warranty.

Under this limited warranty, your sole and exclusive remedy will be product repair, as outlined above. All services must be provided by a Koolmore-designated service company.

To claim warranty or request repair service:

Email support@koolmore.com. Please include your name, address, phone number, warranty repair request, and a copy of your proof of purchase receipt. Alternatively, visit koolmore.com and use the contact us page. A Koolmore customer service representative will promptly arrange service for your appliance.

We thank you for choosing Koolmore.

WARRANTY EXCLUSIONS

This limited warranty will not cover:

1. Failure of the product to perform during power failures or interruptions, or due to inadequate electrical service.
2. Damage incurred during transportation or handling.
3. Damage caused by accidents, vermin, lightning, winds, fire, floods, or acts of God.
4. Damage resulting from accidents, alterations, misuse, abuse, improper installation, repair, or maintenance. This includes using any external device that alters or converts the voltage or frequency of electricity.
5. Unauthorized product modifications, repairs by unauthorized centers, or use of non-approved replacement parts.
6. Abnormal cleaning and maintenance not aligned with the user's manual.
7. Use of incompatible accessories or components.
8. Any costs associated with repairs or replacements under these excluded circumstances shall be the responsibility of the consumer.

