# Table of Contents

**Chapter 1**  Daily Operations

- Opening and Closing the Vending Tills ................................................................. 4
- Reset Vending Till at the Machine ........................................................................ 4
- Close the Till in OneSource ................................................................................ 4
- Managing Vending Inventory ............................................................................ 5
- Stocking Tips .................................................................................................... 5
- Managing Cash in the Vending Machine ............................................................. 5
- Prerequisites .................................................................................................... 5
- Coin Tray ......................................................................................................... 5
- Bill Acceptor ................................................................................................. 6
- Using the Vending Service Manager ................................................................. 7
- Using Vending Till Reporting ........................................................................... 8
- View Vending Status and Sales ...................................................................... 8
- View Photos .................................................................................................. 9

**Chapter 2**  Setup Operations

- Creating Vending Inventory ........................................................................... 10
- Planogram – Your Inventory Stocking Plan ....................................................... 11
  - Create a Planogram .................................................................................. 11
  - Configure the Planogram Layout ............................................................... 12
  - Modify the Inventory Stocking Levels ....................................................... 13
  - Set up QuickPick Meals ........................................................................ 13
- Editing the Machine Configuration ................................................................ 15
  - Set up Machine Options ........................................................................ 15
  - Set Intervals for Active Sales Intervals ...................................................... 16
  - Set Serving Period .................................................................................. 16
  - Set the Vending Options ........................................................................ 17
  - Set User Alerts ....................................................................................... 18
  - Customize the Machine’s LED Display ...................................................... 19
- Installing the Vending Service Console ........................................................... 20
- Adding a Report Type .................................................................................. 20

**Chapter 3**  Vending Machine Environment

- Vending Communication/network/power Requirements: .......................... 21
- Vending Machine Specifications: ................................................................. 21
- Some tips on Machine Placement: ............................................................... 21

**Chapter 4**  Vending User Navigation

**Chapter 5**  Vending Menu Navigation

- Configuration Menu Options ........................................................................ 23
- Vendnovation Menu Options ....................................................................... 24
- Hardware Menu Options ............................................................................ 25
- Functions Menu Options ............................................................................ 25

**Chapter 6**  Maintain your Vending Machine

- Once a Month ............................................................................................... 26
- Every Three Months .................................................................................... 26
- Every Six Months ....................................................................................... 27
- Every Two Years ......................................................................................... 27
Chapter 1  Daily Operations

Opening and Closing the Vending Tills

Vending tills are managed in a slightly different manner than POS tills. For example:

- Vending tills can be left open for an indefinite period.
- Vending tills are:
  - Reset from the Vending Machine when the cash is collected. A new till opens in OneSource with the next sale
  - Closed from within OneSource
  - Open till vending sales are included in the Meal and Revenue Report and will affect the calculated Over/Short because there is no offsetting a bank deposit.

Reset Vending Till at the Machine

1. Press the service button (F). "Function" displays on the display screen.
2. Press 0 on the PIN pad. "Empty Cash" displays.
3. Press 0 and then press 1 to empty the coins.
4. Press the service button to exit the service mode.
5. Lock the door and count the amount of money collected.

Close the Till in OneSource

1. Go to Front of the House > Point of Service > Front of the House Tasks > Close Vending Tills (400956).
   
   Note: If tills are ready to be closed (you have ‘reset’ the vending machine), Close Till (Figure 2) is displayed and the expected $ amount is Posted.

2. Enter the counted cash and click Close Till. This calculates the variance and changes the button to Closed.

   Figure 1: Close Vending Tills screen
Managing Vending Inventory

You can manage a vending machine’s inventory using one of the methods listed below. After re-stocking, in Service Mod, press 0,#,0,1 to communicate to OneSource the number of items that are in the machine.

Note: The Drop Sensor of the Vending Machine acknowledges inventory as it is sold. If an empty coil is selected, no item is acknowledged, and the patron is asked to make another selection.

- **Method 1- Just fill it!**
  You can restock the inventory at your convenience.

- **Method 2- Run the Vending Pick List Report**
  Run the Vending Pick List report for each machine and know in advance how many of each item is needed to re-stock. Tell the Vending Machine you’ve re-stocked.

  Note: This requires that the PAR levels be added to the Inventory tab of the Planogram.

Stocking Tips

- The size of the items being vended must be larger than the diameter of the auger (holder).

  Note: Do not use undersized or oversized items, as this could cause vending problems.

- Train staff on the correct procedures for handling and placing vending items.
  
  - To load products, lift the tray slightly and pull forward until the tray stops. You can tilt trays for easier loading.
  
  - Quickly load the machine. The machine turns off if its temperature goes higher than 32°.
  
  - You can change the prices displayed on trays by sliding the plastic price tube to the left or right.

Managing Cash in the Vending Machine

Prerequisites

- Determine the amount of cash required to ‘stock’ the coin tubes.

- Mark the tubes w/ a Sharpie to indicate daily refill levels.

Coin Tray

- Overflow coins will dispense to the overflow box.

- Collect money from the tubes above your mark, Coin Overflow, and the Bill Acceptor to complete your daily bank deposit. The Coin Overflow is a small black container located at the bottom of the door.

- If the vending machine is out of nickels, dimes, quarters or dollar coins, the status is reported to the Vending Server on the manager workstation.

- Do not remove the coin tray after initial loading unless necessary.

To hand load the coin tubes:

1. Tilt the coin tube loading doors open.
2. Load the four tubes with the appropriate coins.

  Note: Make sure all coins lay flat and that each tube is filled to at least the 20% mark.
Bill Acceptor

- Change for bills is given in coins. If a $1 bill is inserted, pushing the coin return button will dispense four quarters instead of the original $1.
- Accepted bills may be removed from the unit by releasing the bill box lid exposing the bills for collection or by removing the bill box from the bill acceptor unit.
- Trapped bills, debris or dirt can result in poor bill acceptance or bill rejection:
  - Remove bill box and lower housing to access bill path for clearing trapped bills or debris
  - Dust can be removed with a soft brush or cloth or it can be blown out using compressed air.
  - Do not use any petroleum based cleaning solvents, scouring pads or stiff brushes for cleaning. The bill collector requires no lubrication at any time.
  - Bill tray should be fully cleaned after 20,000 bills – about every two years, or as needed.

To unload the bill acceptor:
1. Access the bill acceptor.
2. To release the bill box lid, squeeze and pull the lid down.
3. Open the top.
4. Hold the tab and take the bills out.

Step 1  Step 2  Step 3
Using the Vending Service Manager

Use the Vending Service Manager to send configuration changes, as needed.

1. Right-click the Vending Service Manager icon ( ) to display the vending server.
   *Note: The Vending Service is always on. If you don’t see the icon, double-click the shortcut on the desktop.*

2. To verify that the vending machine is communicating with the Line 1 machine, confirm that either ✗ or ✓ displays in front of the machine name.

   **Figure 2:** Vending Service Manager screen

3. Right-click on the selected vending machine for the following options:
   - Configure: Resends configurations to the machine(s).
     *Note: Run this after changes are made to the Data Setup in OneSource.*
   - Request: Resends motor information to OneSource.
   - Disable: Disables vending machine operations.
   - Enable: Enables vending machine operations.
   - Restock: Tells the software to reset Remaining level to Par level.
     *Note: Restocking is typically performed from the vending machine. After re-stocking, in Service Mod, press 0,#,0,1 to communicate to OneSource the number of items that are in the machine.*

4. Use the System Log read out to view machine notification.
   *Note: Log files are stored in the \Vending\ Logs folder.*
Using Vending Till Reporting

The Till Report shows the span of days for each open/close cycle.

**Figure 3:** Till Report

![Till Report](image)

The Meal & Revenue Report - Vending Tills open for this date range will post Sales w/o off-setting Bank Deposit and will affect the calculated Over/Short of this report.

**Figure 4:** The Meal & Revenue Report

![Meal & Revenue Report](image)

View Vending Status and Sales

Use the following Point of Service reports to view the vending status and sales information. Refer to the Point of Service F1 help for more detailed information of each report.

*NOTE: Mark the Include Vending Machines option on the report criteria screens to view the vending information.*

<table>
<thead>
<tr>
<th>REPORT</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vending Pick List</td>
<td>Displays a list of menu items with inventory information for selected vending machines.</td>
</tr>
<tr>
<td>Report</td>
<td></td>
</tr>
<tr>
<td>Daily Journal</td>
<td>Displays a list of the transactions for the selected sites, dates and terminals.</td>
</tr>
<tr>
<td>Daily Sales Report</td>
<td>Lists all readings broken down by terminal. It shows total sales for the site. Sales are not broken down by terminal.</td>
</tr>
<tr>
<td>Interval Sales Report</td>
<td>Displays the interval sales activities for the time ranges of the sales period. This report groups sales into time increments to see when you are getting the most activity.</td>
</tr>
<tr>
<td>Items Sold Report</td>
<td>Lists the items sold, including quantity, cost, sale price and totals, for the selected sites, dates, and terminals.</td>
</tr>
</tbody>
</table>
Line Report  Displays the number of meals served and meal category totals for the selected sites, dates, terminals, and serving periods.

Till Report  Displays the opening and closing amounts and times for the selected sites, dates, and terminals.

View Photos

To view photos, click View Journal on the POS screen.

*Note: Photos are not printed on any reports.*

*Figure 5: View Journal*
Chapter 2  Setup Operations

Creating Vending Inventory
Best Practice: Use a “V” prefix for the Stock Number, Stock Description, and Name on Palette, so that you can easily search for and identify vending items.

1. Front of the House > Point of Service > Menu Planner > Management Level Inventory.
2. Click the POS tab.
3. Enter a Price – required on all items.
4. Assign Component(s) - required
5. Make sure that Is Meal Item is not selected.
6. Click Save.

Figure 6: Management Level Inventory screen
Planogram – Your Inventory Stocking Plan

A planogram defines the following:

- Which product is placed where and at what price
- What the customer is allowed to select and the quantity of components allowed

Create a planogram for each period of time that you plan to restock the vending machine. For example, if you’re going to restock for Breakfast and Lunch, you’ll need a Breakfast and a Lunch Planogram.

In the planogram, you will define two selection areas: 1 and 2. Selection 1 typically contains multi-component items, while Selection 2 contains items that complete a reimbursable meal, if not satisfied in Selection 1.

As shown in Figure 7, to make sure that the customer picks enough components to create a reimbursable meal, you can Require (Figure 7) that the customer picks at least one multi-component item from Selection 1 and at least one item from Selection 2. You can also Allow components as defined in the Components Limits.

Components are counted as the customer picks items. Once all component requirements are satisfied, the machine will vend the items.

Create a Planogram

1. Go to Front of the House > Vending > Planogram Setup (400923).
2. Select the vending machine.
4. Enter the Description of the planogram.
5. Specify any other applicable criteria:
   - QuickPick Meals: When selected, this overrides component-based meal building. Quick Pick Meals are created in the selected planogram. If selected, only QuickPick Meals can be vended.
   - Require Component Type: Required for meal determination. If unchecked, non-meal component can be selected, but at no charge, i.e. chips are FREE!!
   - Selection 1 and Selection 2: These are the number of picks allowed, not the components. Enter the number of selections that you want to Require/Allow the customer to make.
     *Note: For Selection 2, 0 required means meal components are satisfied in Selection1.*
   - Component Limits: Specify the maximum amount of each the component that the customer can select to make a meal.
6. Click Save.

Figure 7: Planogram Setup screen

To use Component Limits, you must also make sure that the global option, Enable Two Component Limits is enabled in the vending System Options. See Figure 14 for more information.
Configure the Planogram Layout

Use the Planogram Layout screen (400903) to define what items go where and their price in the vending machine. Using the options on the right-click menu, you can set the price, link related items, and monitor item health safety.

Place Menu Items

Only items that are marked as Is POS Item on the Front of the House > Point of Service > Menu Planner > Management Level Inventory > POS tab display in the Description column.

1. Go to Front of the House > Vending > Planogram Layout (400903).
2. Select the Planogram: Breakfast or Lunch. See Figure 8.
3. To filter the items, enter the item in the Filter By Description and click Apply. See Figure 8.
4. Drag the menu items from the Item Description list to the Item Name. See Figure 8.
5. Click Save.

Set the Price

1. Right-click the Item Name and select Set Price.
2. Enter the Cash Price (A la Carte price).
3. Press Enter on the keyboard.

Define Selection Areas 1 and 2

1. Click the first motor in the range that you want to include in the selection area.
2. Hold down Shift on the keyboard and click the last motor that you want to include in the range.
3. Right-click on the highlighted rows, and select Meal Selection.
4. Select Selection1, Selection2, or None. If the item should not be offered during meal sales, select None.
   
   *Note: Selection 1 will be highlighted in Green, Selection 2 in Yellow, None in White. Selection areas must be continuous. A la carte only items must be above, between, or below the selection areas.*

5. Click Save.

Link Slots Containing the Same Menu Items

1. Select the items on the Item Setup tab.
2. Right-click and click Link. The link number displays in the Link column.
   
   *Note: When slots are linked, and an empty slot is selected by the patron, the item is provided from a linked slot instead.*

Figure 8: Planogram Layout screen
Modify the Inventory Stocking Levels

Best Practice: Restock on a set schedule (i.e. between breakfast and lunch, or after lunch only. Set the par Level to the same value as the Capacity, and set the Low Warning to 0.

1. Click the Inventory Control tab.
2. Edit the following as needed:
   - Remaining: Displays the count of remaining inventory of this item per coil.
   - Par Level: Displays the daily stocking level, usually determined by sales activity.
   - Capacity: Displays the number of the menu item that can be loaded in the coils. Click Save.

   Note: When slots are linked, and an empty slot is selected by the patron, the item is provided from a linked slot instead.

   Figure 9: Planogram Layout screen

Set up QuickPick Meals

QuickPick Meals provide a quicker means for selling pre-determined meals that meet all component requirements.

Prerequisites:
- Enable QuickPick in the Planogram Setup. Front of the House > Vending > Planogram Setup (400923). See Figure 7, page 10.
- Link like items in the Item Setup. See page 12.

Assign Items to a Quick Pick Meal

1. Click the QuickPick Meals tab.
2. Click Add. (The key press combination that the patron presses displays in the Combo field).
3. Drag the planogram items to the QuickPick Meals tab. Add the items in the order in which you want them to display on the Vending Quick Pick Report.

   Note: The Meat, Bread, Dairy, and Fruit/Veg columns display the number of servings to help you ensure the Quick Pick meal meets reimbursable meal requirements.

4. Click Save.
Figure 10: Planogram Layout Screen

Print the Vending Quick Pick Report
1. Go to Reports > Point of Service > Vending Quick Pick Report.
2. Print the report.
3. Post the report to the appropriate vending machine
Editing the Machine Configuration

Typically, you will not need to change the Machine Configuration settings after they are set by your Horizon Engineer. If necessary, use the instructions that follow to edit the Machine Configuration settings.

Set up Machine Options

2. Make the required edits.
3. Click Save.

Figure 11: Machine Configuration – Options screen

![Machine Configuration – Options screen]

**Machine Configuration – Options Screen Definitions**

- **Allow Keypad Identification**: Mark to accept identification keypad input for initial PIN verification.
- **Require Double Identification**: Mark to require two methods of verifying a customer account. After the PIN is verified, customers will be prompted to supply another form of verification information depending upon the options you choose below:
- **Hide Patron Balances**: Mark to not show customer account balances on the machine’s display.
- **Allow Meal Sales**: Mark to sell reimbursable meals. The customer’s eligibility determines the price of the meal. *Note: If this option is not selected, then all items are sold at Ala Carte prices. For meal sales, you must set the number of required and allowed item selections on the VENDING > PLANOGRAM SETUP screen (400923).*
- **Allow NOID Meals**: Mark to allow meals to be sold to customers with no account identification. You can set up the meal price for No ID purchase on the VENDING > PLANOGRAM SETUP screen (400923).
- **Accept Deposits**: Mark to allow deposits using the vending machine.
- **Keep the Change**: Mark to automatically add the amount of change to the customer’s account. Choose one of the following options: Force - automatically deposit change Prompt - only deposit change if the customer answers yes to the prompt.
- **Use Discount**: Mark to use discount for vending sales.
- **Fingerprint Reader ID**: Enter the device identification number of the biometric fingerprint scanner on the machine.
Escrow Value Enter the amount of the highest dollar item.
Charge Limit Override Enter a charge limit amount for customers using the machine.
Opening Till Enter the amount of opening till if applicable. This is typically 0.

Set Intervals for Active Sales Intervals

*Note: The machine is disabled during times that are not set.*

1. Click the Control Intervals tab.
2. For each time interval, select the appropriate checkboxes.
   - *Cash Only Sale*, when checked, allows Cash Only purchases, regardless of the balance on the account.
   - *Cash Only Sale*, when unchecked, first looks to the account balance and requests the remainder if there is not enough to cover the purchase.

*Note: If you want a cashless system, disconnect the Coin Mechanism and update the LED display to read ‘No Cash’.*
- Patron Verification requires account verification prior to processing sales. If not selected, the machine only allows cash sales.
3. Click Save.

**Figure 12:** Machine Configuration – Control Intervals screen

Set Serving Period

*Note: Time settings determine pricing, eligibility $, meal period to record transactions, and the planogram to use. Use Control Intervals to control how the machine behaves.*

1. Click the Serving Period Setup tab.
2. Make the required edits.
3. Click Save.

*Note: You must specify all 24 hours. Undefined time defaults to Breakfast. In the example, Sales from 7:46 to 11:59 will be recorded in the Lunch Serving Period.*
Set the Vending Options

1. Go to Front of the House > Vending > System Options (400922).

System Options – System Screen Definitions

General Settings – Section 1:

Disable Machine After Failed Meal Vend: Mark to disable the machine (Out of Service) after it was unable to vend a meal component until the problem is solved and the machine is manually turned on. Recommendation is to NOT disable after a failed vend (email notification is preferred).

Require Meal Before Ala Carte: Mark to only allow customers to buy Ala Carte items after they have purchased a meal. State with these regulations should always mark this option to be in compliance. Meal purchase (both POS and Vending) must be completed before an ala carte purchase can be
Enable Meal Component Monitor
Mark to enable meal component monitor.
Uncheck if not maintaining Inventory thru software-enables or disables the component checker. If enabled, the server is continually checking inventory levels.

Block Second Meals
Mark to sell the second meal to students as Ala Carte items after they already purchased a reimbursable meal during the meal period. All the items that are sold after the first meal will be charged based on the price that is set for each item. The second meal price will not be used when this option is marked.
This blocks the Second Meal Sale after a reimbursable meal has been vended.

Till Management – Section 2:

Close Tills From Machine
Mark to close tills from the vending machine instead of the Horizon POS system.
Recommended, when you’re removing cash and re-filling coin tubes.

Sales after Z go to the next days till
Enter the time of the end of day when the money is collected from the machine. Any sales that occur after the specified time will be recorded on the following day’s till. If you do not want to use this option, set the time 11:59:00PM.

Move Sale Time to 2 AM
Mark this option to record the sales that were made after the cut-off time as 2 AM. If the option is not marked, the original transaction time will be used for sales made after the cut-off time.
NOTE: The cut-off time is specified in the Sales after Z go to the next days till option.

Set User Alerts

*Note: Create alerts for each user.*

1. Click the Alerts tab.
2. Add and enter all persons who will receive e-mail alerts and check the appropriate conditions.
3. Click Save.

**Figure 15:** System Options – Alerts screen
Customize the Machine’s LED Display

1. Click the Customize Display tab.
2. Leave as shown or as edited below:

![System Options – Customize Display screen](image)

**Figure 16: System Options – Customize Display screen**
Installing the Vending Service Console

On the Server and Manager machine(s):

1. Install the Service Console on the Manager(s) machine. Verify communications to the Vending Machine(s).
2. Install the Service Console on the District Server to assure upgrades to site Service Consoles.

   Note: The Vending Service icon ( ) in the System Tray indicates that the Vending Service Console is operational. You can turn it OFF to stop pop ups. The service will still operate.

   Figure 17: Communications Setup screen

3. Enable OSC Vending Communications.

Adding a Report Type

To add reports to the Vending report group

2. Click New. The details screen displays.
3. Enter the name of the new report type in the Report Type field.
4. Choose the Module in which the selected reports should display.
5. Use the Mover Control to move the desired records to the selected section.
6. Click the Assign Report Type to User Group tab.
7. Use the Mover Control to move the desired records to the selected section.
8. Click Save.

   Figure 18: Report Types Maintenance screen
Chapter 3  Vending Machine Environment

Vending Communication/network/power Requirements:

- Electrical - 115 VAC/60Hz, 1.2 AMPS
  - Power Consumption – 10.5 Amps minimum; USI recommends using a 20 Amp Circuit Breaker
- LAN/WAN network interface
- Cat 5 Data Drop
- Static IP Addresses for the following:
  - Line 1/Manager Machine
  - Vending Machine/Router
  - Camera in Vending Machine
- For the Manager Machine
  - It needs to have local administrative rights (the ability to install and run vending)
  - Ensure the network is the same for the Vending Machine and Manager Machine
  - Ensure there is sufficient space on the hard drive

Vending Machine Specifications:

- 650 lbs.
- Dimensions – 72” x 38” x 41.2”
- Electrical – 15A/110V Power Outlets
  - One Power Outlet PER Machine
- Temperature Range – 32-100 F
- Humidity – 5-60%
- Weight – 975 lbs. (442 kg)

Some tips on Machine Placement:

- Target placement in high volume areas where students congregate. Lunchrooms are the usual choice, but hallways, courtyards, loading/unloading areas may also have high concentrations of students.
- Ensure the location is secure and has the necessary network and power connections.
Chapter 4  Vending User Navigation

Below are instructions to Users for Vending keypad entry.

Note: This information is available as a separate document, designed to be posted on the Vending Machine.

To Cancel Sale
Press coin return.

Initial Identification
Enter your PIN number, then #.
If asked for another form of ID; enter it.

What do the Prices mean?
Prices shown are for Single Item purchases.
Your Meal will be the regular cost.

To purchase a Meal
Press *.
Pick 1 Entrée, 2 (different!) Sides and a Drink.
You will be charged your regular Lunch price.

To purchase a Single Item
Press 1.
Select item.
(ala carte may be OFF during some Meal Periods).

To put $ on my Account
Press #.
Place cash in vending machine.
The Money is automatically applied to your account.
Chapter 5  Vending Menu Navigation

Push the Service button on the Control Board to access the vending menus.
Note: Commonly used functions are circled in RED.
( * ) Navigates Left (on the same Menu level)
( # ) Navigates Right
( 0 ) Selects Sub Menus or Enter if in last Sub Menu
( 8 ) will take you up a Menu

<table>
<thead>
<tr>
<th>MAIN MENUS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sub Menu (Customer most likely to Use)</td>
</tr>
<tr>
<td>First Sub Menu</td>
</tr>
<tr>
<td>Second Sub Menu</td>
</tr>
<tr>
<td>Selecting NO</td>
</tr>
</tbody>
</table>
**Configuration Menu Options**

- Configuration
  - Can Bottle Depth
  - Sensitive Vibrations
  - Vibration Sensitive
  - Health Safety Settings
  - Intervals
  - Password

**Machine 1 Menus**
- Motor#
- Motor mode
- Drop sensor
- Temp Setting
- Health Safety Mode
- Select Not in Violation

**Machine 2 Menus**
- Same as Menu 1

- Wiegand Reader Type
- RFID Settings
- Double Verification
- Hide Balance
- Deposit Change

**Meal Settings**
- Meal Type
- Meal DSPLY

**Program Update**
- 1 YES
- 2 NO

**Allow Credit Cards**

**Vendnovation Menu Options**

- Vendnovation
  - Serial Number
  - Mac Address
  - Pin Entry
  - Local IP Settings
  - DHCP
  - Static IP
  - Subnet mask
  - Default Gateway
  - DNS Server
  - Web IP
  - Wiegand Reader Type
  - Prim Host Port
  - Alternate Host IP
  - Alternate Host IP
Chapter 6  Maintain your Vending Machine

Follow the instructions below to clean and maintain the vending machine.

Be aware of the following when maintaining your vending machine:

- The vend mechanisms must be kept clean. Any build-up can cause malfunctions.
- Do not get the cleaning solution on electrical components.
- To insure proper vending, keep delivery box area free of dirt and sticky substances.
- The refrigeration air filter prevents dust from building up on the condenser coils and allows the refrigeration system to efficiently operate.

Once a Month

- **Clean Cabinet Interior**
  
  Wash with a mild detergent and water, rinse, and thoroughly dry. Include baking soda or ammonia in the cleaning solution to eliminate odors. Clean plastic parts with a quality plastic cleaner.

- **Clean Cabinet Exterior**
  
  Wash with a mild detergent and water, rinse, and thoroughly dry. Occasionally clean with a quality car wax. Clean plastic parts with a quality plastic cleaner.

Every Three Months

- **Replace Air Filter**
  
  Check the air filter. If the filter is dirty, replace it with the same size filter. The airflow arrow on the filter must point towards the inside of the vending machine.

  *NOTE: DO NOT replace with a HEPA type filter. This type may not allow the correct amount of air to flow through.*

- **Clean Bottom Inlet Screen**
  
  Remove dust and debris from the inlet screen to allow air to flow to the condenser coils. The inlet screen is a long narrow screen located on the bottom right side. It can only be accessed from underneath the cabinet.
Every Six Months

- **Clean Door and Delivery Door Seals**
  
  Clean the door seals. Contact Horizon Customer Service if they have any deformities or cracking.

- **Clean Evaporator Coil**
  
  Open the door. Clean the refrigeration unit’s evaporator coil using a soft bristle brush or vacuum cleaner.

- **Clean Rear Screen**
  
  Remove the rear exhaust screen from the cabinet back. Clean dust and debris from the screen using a soft bristle brush or a vacuum cleaner.

- **Clean Delivery Box**
  
  Inspect the delivery box. Wipe clean any dirt and debris that may have accumulated. The bottom half of the delivery box can be removed for thorough cleaning. To remove the delivery box bottom, loosen the three thumbnuts located on the rear of the delivery box. Lift it up and then pull it out.

---

**Figure 19:** Clean Evaporator Coil  
**Figure 20:** Clean Rear Screen  
**Figure 21:** Clean Delivery Box

---

Every Two Years

- **Clean the Bill Acceptor**
  
  Remove dust with a soft brush or cloth, or blow dust with compressed air. Do not use any petroleum-based cleaning solvents, souring pads, or stiff brushes.