



SERVICE BULLETIN # 00240

201 INDUSTRIAL BOULEVARD • KEARNEYSVILLE, WV 25430

Phone: (304) 728-7056 • Fax: (304) 725-6579 • Toll Free: (800) 931-9214

PAGE: 1 of 1

DATE: 9-5-03

REVISION: 00

SUBJECT: Incorrect Depth Setting on HVV

MODELS: Merlin HVV (models 768-12 and 650-12)

of People
Required



Kit Number

Kit Description

N/A

N/A

TOOLS REQUIRED: None required

ESTIMATED INSTALLATION TIME: N/A

Reason for Bulletin: When vending bottles in Merlin HVV (before serial number 200336FA00001), there is a potential for false sold-out conditions. This was caused by a programming error in the set-up software used by Royal Vendors for menu customization. It has now been corrected. This problem is easily resolved by manually correcting the selection depth settings (see instructions below). **Note:** *This problem is only with the Set Selection Depth portion of Royal Vendors' set-up software for vender programming. It does not affect the function of the control board, and no associated problem exists within the HVV control board. If the selection depths have been reset at any point after the vender has been shipped from the factory, this problem will have been corrected.*

Corrective Action:

1. Press the control board's service mode button. "Cash Counters" will appear on the vender's display.
2. Press <up> (button 1) until "Set Selection Depth" appears on the display.
3. Press <enter> (button 3). The display will show "All Selections X" (if the depth setting is the same for all selections) or "Selection 1 X" (if depth settings are different). X = the current depth setting ("1" for bottles, "2" for cans).
4. **To change the setting for all selections:** Press <enter>. The "X" will begin to flash. Press <up> to change the setting. After correcting the depth setting, press <enter>. The display will show "All Selections X". The corrected depth is now set.
To change the settings for individual selections: Press <up> to reach the selection number that is set incorrectly. At the desired selection number, press <enter>. The "X" will begin to flash. Press <up> to change the setting. After correcting the depth setting, press <enter>. The display will show "Selection N X". (N = the current selection number.) The corrected depth is now set for that selection. To change another selection's setting, press <up> to reach that selection number. Repeat this process until all selections are set correctly.
5. Close the vender's main door. Test vend to assure product reliability.

**ANY QUESTIONS??? CONTACT ROYAL VENDORS' CUSTOMER SERVICE DEPARTMENT
CALL TOLL FREE (800) 931-9214**