



SERVICE BULLETIN 294

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Date: 8 July 08

Revision: 00

SUBJECT: Cup Floor Breakage on RVV 500

MODELS: RVV NG 500

Number of
People
Required



KIT NUMBER **KIT DESCRIPTION**

N/A N/A



The following areas of this vender contain voltage which can cause serious injury or even death: the main power cord, supplying 115-230 VAC to the evaporator, EMI filter, and refrigeration system; the power line from the EMI filter to the ballast and transformer; and the ballast, which can produce upwards of 600 volts. Remove power from vender before working in any of these areas.

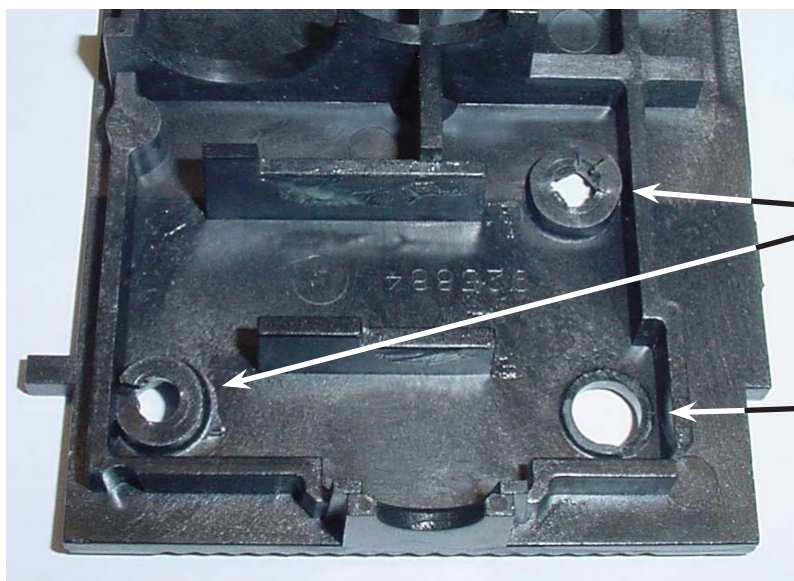
TOOLS REQUIRED: Phillips screwdriver

ESTIMATED INSTALLATION TIME: <1 minute

REASON FOR BULLETIN: Due to a moulded component issue, a limited amount of RVV NG 500 product cup floors may have breakage. (See picture below.) Royal Vendors, Inc., and Coin Acceptors, Inc., have identified the cause, and the moulding process has been modified to prevent this breakage from occurring in the future. This issue is believed to pertain to a very small number of product cups.

IDENTIFICATION: The broken floors may be identified by the cup floor not meeting evenly with the main cup body. This allows the plunger motor and / or the driver motor to push up on the floor of the cup, and in turn the motors migrate out of their normal positions, along with the gears inside the cup. Ultimately, this results in failure of the vend process, since the motors will no longer be able to push the plunger forward and / or turn it, and therefore the plunger will not engage with the auger key on the shelf.

SOLUTION: Upon identification of a broken cup floor, please call Royal Vendors' Service Parts Department toll-free at 1 800 931 9214 to order a new cup floor (Royal part number 815605). When calling, please supply the complete vender serial number for warranty replacement.



In this photograph, the compromised flanges on the cup floor can clearly be seen.

Cracked flanges

Broken flange

In an effort to provide our customers with the latest information on our equipment, Royal Vendors sends service bulletins to customers using the original ship-to address or e-mail addresses, if supplied by our customers. We also post all service bulletins on our website at www.royalvendors.com. If for any reason a vender is moved to another location or is sold to another customer other than to whom Royal Vendors originally sent the machine, it is the responsibility of the original purchaser of the vender to notify the appropriate personnel of the service bulletin.

**ANY QUESTIONS? CONTACT ROYAL VENDORS' CUSTOMER SERVICE DEPARTMENT
 IN NORTH AMERICA, CALL TOLL FREE 1 800 931 9214**