



SERVICE BULLETIN 307

426 Industrial Boulevard • Kearneysville WV 25430-2776 • USA
 Telephone: +1 304 728 7056 • technicalinquiry@royalvendors.com
 Toll-free in North America: 1 800 931 9214 • Fax: +1 304 725 4016
 Canada: +1 905 738 5777 • Mexico: +52 55 5203 6887
 Europe: +49 2158 95 1000 • Australia: +61 2 9890 5433

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SUBJECT: Incorrect Bar Code Readings

MODELS: GIII, RVV NG (Coca-Cola only)

Number of
People
Required



KIT NUMBER	KIT DESCRIPTION
N/A	N/A

TOOLS REQUIRED: N/A

ESTIMATED INSTALLATION TIME: 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 all power from the vender before working in any of these areas.

IMPORTANT INFORMATION: When scanning the bar codes on vender serial plates and asset tags of Coca-Cola venders built from June 2009 to August 2009, the information may not be read correctly. This bulletin describes the problem in detail, along with the recommended solution to this issue.

IDENTIFICATION

- Serial Plates:** When scanning the bar code on the vender's serial plate, the serial number of the machine should be obtained. However, on venders with serial numbers beginning with 200922 to 200934, scanning the bar code will only transmit the vender's model number.
- Asset Tags:** When scanning the asset tags on venders with serial numbers beginning with 200922 to 200935, the bar code is not read correctly, due to missing characters in the encoding.

SOLUTION

If a vender is encountered on which the serial plate and/or asset tags are not read correctly, please call Royal Vendors' Service Parts Department at 1 800 931 9214 to obtain replacement serial plates and/or asset tags. (Outside North America, dial +1 304 728 7056.) When calling, please have the vender's complete serial number and asset tag number ready. If multiple venders are found with this issue, please provide a list of as many serial numbers as possible when placing your order for the corrected serial plates and/or asset tags.

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**