



# Helpful Hints 0037

*clear & easy*

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REVISION: 00

**SUBJECT:** Column Jam Clearing in HVV and TDV

# of People  
Required



**MODELS:** All High Visibility Venders (HVV) and all Triple-Depth Venders (TDV)

**TOOLS REQUIRED:** None

**ESTIMATED TIME:** <5 minutes



The following areas of this vender contain voltage which can cause serious injury or even death: the main power cord, supplying 110 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.

## REASON FOR HELPFUL HINT:

Column jam errors registered by the control board on HVV and TDV models are not self-clearing. Because of this, once the problem has been corrected, those columns will not vend again until the column is test vended through the Service Menu. This Helpful Hint describes the procedure for clearing the error and allowing the column to vend again.

## INSTRUCTIONS:

*For more detailed programming instructions, refer to the HVV and TDV Service and Operations Manuals.*

1. Enter the Service Menu and scroll to the Test Mode.
2. *HVV and KO TDV:* Enter into the Test Mode and scroll to the Test Vend menu. Enter into this menu.  
*Non-KO TDV:* Enter into the Test Mode.
3. Scroll to the desired column number, and press **<enter>**. The vend motor for this column should operate. Once the cycle has completed, the column jam error will be cleared.
4. Close the vender's door to return to the Sales Mode.

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